

Dear [Customer's Name],

I hope this message finds you well. I am writing to sincerely apologize for the unexpected wait times you experienced during your recent visit to [Restaurant Name]. We strive to provide our guests with prompt and attentive service, and it is clear that we fell short of that standard during your visit.

We understand that waiting can be frustrating, and we are truly sorry for any inconvenience this may have caused you and your party. Please know that we are actively working to address this issue and improve our service to ensure a more enjoyable experience for all our guests in the future.

As a token of our appreciation for your understanding, we would like to offer you a [discount/coupon/free appetizer] on your next visit. We hope you will give us another chance to provide you with the exceptional service we are known for.

Thank you for your patience and understanding. We value your patronage and look forward to welcoming you back to [Restaurant Name] soon.

Sincerely,
[Your Name]
[Your Position]
[Restaurant Name]
[Contact Information]