

Formal Complaint Regarding Reservation Mishandling

Date: [Insert Date]

To Whom It May Concern,

I am writing to formally express my dissatisfaction regarding a recent experience I had at [Restaurant Name] on [Date of Visit]. I had made a reservation for [Number of Guests] at [Time], but upon arrival, my reservation could not be located.

Despite showing my confirmation email, the staff was unable to accommodate us, which caused significant inconvenience and disappointment. As a loyal customer, I expected a higher level of service and professionalism.

I kindly request a prompt response addressing this issue and an explanation of how such mishandlings will be prevented in the future. Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]