

Formal Complaint Regarding Poor Service

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Manager's Name
Fast Food Chain Name
Restaurant Address
City, State, Zip Code

Dear [Manager's Name],

I am writing to formally express my dissatisfaction with the service I received at your location on [specific date]. Despite my expectations for a quick and pleasant experience, I was met with several issues that warrant your attention.

Firstly, the staff appeared overwhelmed and unorganized, leading to an excessively long wait time of [duration]. Additionally, my order was incorrect, resulting in further delays and frustration. I attempted to address the issue with the staff, but received little assistance or courtesy in response.

The quality of service I experienced falls short of what I have come to expect from [Fast Food Chain Name]. I hope you will take this matter seriously and implement measures to improve customer service in your establishment.

Thank you for addressing this concern. I look forward to your prompt response.

Sincerely,
[Your Name]