

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Manager's Name]  
[Restaurant Name]  
[Restaurant Address]  
[City, State, ZIP Code]

Dear [Manager's Name],

I am writing to formally bring to your attention a deeply disappointing experience I had at **[Restaurant Name]** on **[Date of Visit]**. During my visit, I encountered unprofessional and discourteous behavior from a member of your staff, which has prompted me to write this complaint to ensure such incidents are promptly addressed.

Specifically, the staff member in question, **[Staff Member's Name or Description]**, displayed a lack of courtesy and professionalism throughout my visit. For example, **[describe specific incidents-e.g., the staff member was unresponsive when I greeted them, spoke to me in a dismissive manner, and failed to provide prompt assistance when I asked for help]**. Their attitude was not only unhelpful but also made me feel unwelcome and uncomfortable as a guest in your establishment.

I have always enjoyed dining at **[Restaurant Name]** and chose your restaurant for its quality food and pleasant atmosphere. However, this negative experience has unfortunately overshadowed my perception of your otherwise excellent establishment.

I respectfully request that you take immediate corrective action to address this matter, including speaking with the staff member involved and providing additional training on proper customer service and professional conduct. I hope my feedback will help maintain the high standards your restaurant is known for and ensure all guests are treated with the respect and courtesy they deserve.

I look forward to your response regarding this matter. You may contact me at **[Your Phone Number]** or **[Your Email Address]** should you need any further details regarding my experience.

Thank you for your attention to this important issue.

Sincerely,  
[Your Name]