

This is an example of a **formal letter of complaint for unsatisfactory restaurant service**:

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

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

Dear Sir/Madam,

I am writing to formally express my dissatisfaction with the service I received at your restaurant, [Restaurant Name], on [date of visit]. As a loyal customer, I had high expectations for my dining experience, but unfortunately, several issues left me extremely disappointed.

Firstly, my order was significantly delayed, with our meals arriving almost 45 minutes after we placed them. When we inquired about the delay, the staff member who attended to us was dismissive and, regrettably, quite rude. In addition, when our food finally arrived, it was cold and did not meet the standards of quality I have come to associate with your establishment.

I believe that prompt and courteous service, as well as high-quality food, are essential for customer satisfaction. The poor service and subpar meal I received on this occasion did not reflect the reputation you have built. For reference, the bill number was [bill/reference number], and my table was booked under the name [your name or reservation name].

I would appreciate if you could look into this matter and take steps to ensure such incidents do not occur in the future. I also request appropriate compensation for the unsatisfactory experience, such as a refund or a complimentary meal.

Thank you for your attention to this matter. I look forward to your prompt response.

Yours sincerely,
[Your Name]