

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

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

Subject: Formal Complaint Regarding Rude Front Desk Employee

Dear [Manager's Name],

I am writing to formally bring to your attention my recent experience with a front desk employee at [Establishment Name] who exhibited unprofessional and rude behavior during my visit on [Date of Incident].

Specifically, the employee in question, [Employee's Name if known], was discourteous and unhelpful when I approached the front desk regarding [briefly describe the nature of your inquiry or request]. Instead of addressing my concerns professionally, the employee responded in an abrupt, dismissive tone and made no effort to assist me. Additionally, their mannerism was disrespectful, making me feel unwelcome as a customer.

Such conduct is disappointing and does not reflect the standards of customer service that I have come to expect from [Establishment Name]. Not only did this encounter negatively impact my overall experience, but I am concerned that similar behavior could harm your establishment's reputation if left unaddressed.

I respectfully request that you investigate this matter and take appropriate action to ensure that all staff maintain a courteous and professional demeanor towards patrons at all times. I believe proactive steps will help foster a welcoming environment for all customers moving forward.

Thank you for your prompt attention to this matter. I look forward to your response regarding the steps that will be taken to address my concerns.

Sincerely,
[Your Name]