

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

Dear [Customer Name],

We are writing to sincerely apologize for the poor service you recently experienced with [briefly describe the service or incident, e.g., "your dining experience at our restaurant on June 10th"]. We deeply regret any inconvenience or disappointment this may have caused you.

At [Company Name], we place great importance on delivering exceptional service to all of our valued customers. Clearly, we did not meet our usual standards on this occasion. After thoroughly reviewing your feedback, we have taken immediate steps to address the issue, including [mention any corrective actions taken, e.g., "retraining our staff and updating our customer service protocols"].

To make amends, we would like to offer [state your compensation, e.g., "a full refund of your bill," "a complimentary meal," "a discount on future services," etc.], which we hope will help restore your confidence in our company.

Please rest assured that we are committed to continuous improvement and are taking decisive actions to prevent similar situations in the future. Your satisfaction is our top priority, and we highly value your trust in us.

We truly appreciate your feedback, as it helps us grow and serve you better. If you have any further comments or concerns, please do not hesitate to reach out to me directly at [contact information].

Thank you for giving us the opportunity to address this matter. We look forward to welcoming you back soon and providing you with the outstanding service you expect from [Company Name].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]