

Dear Valued Customer,

We sincerely apologize for the mistake made with your recent food order. We understand how disappointing it can be to receive an incorrect meal, and we deeply regret any inconvenience this may have caused you.

Please know that your satisfaction is extremely important to us. We are actively reviewing our preparation and delivery processes to ensure that such errors do not occur in the future. Our team is committed to maintaining the highest standards of quality and service for every guest.

If you have any further concerns or feedback, or if there is anything we can do to make this right, please do not hesitate to reach out to us directly. We appreciate your understanding and the opportunity to serve you better.

Thank you for bringing this matter to our attention.

Sincerely,  
[Restaurant Name] Team