

[Restaurant Letterhead]

Date: [Insert Date]

Dear [Customer's Name],

Thank you for bringing your recent experience at [Restaurant Name] to our attention. We sincerely regret that the service you received did not meet the high standards that we strive to provide every guest.

Please accept our heartfelt apologies for the inconvenience and disappointment you encountered during your visit. Your feedback is invaluable, and we take such matters seriously. After reviewing your comments, we have addressed the issue directly with the staff involved and implemented additional training to ensure similar situations do not arise in the future.

To express our regret and appreciation for your patience, we would like to offer you a [discounted meal/complimentary dining voucher/free dessert] on your next visit. Please find the enclosed voucher, which can be redeemed at your convenience.

We truly value your patronage and hope you will give us another opportunity to provide you with the excellent service you expect and deserve. If you have any further concerns or if there is anything else we can do to improve your experience, please do not hesitate to contact me directly at [Manager's Contact Information].

Thank you again for your feedback. We look forward to welcoming you back soon.

Sincerely,

[Manager's Name]

[Manager's Title]

[Restaurant Name]

[Contact Information]