

Date: [Insert Date]

Dear [Customer Name],

On behalf of everyone at [Restaurant Name], I would like to sincerely apologize for your recent experience with us. We are truly sorry to hear that the quality of the food did not meet the high standards we strive to maintain and that your expectations were not fulfilled during your visit.

Please accept our deepest apologies for any disappointment or inconvenience this may have caused. We highly value your feedback and assure you that your comments have been shared with our team to ensure we learn from this and prevent future occurrences. Your satisfaction is extremely important to us, and we are committed to making things right.

As a gesture of our goodwill and to express our regret, we would like to offer you a compensation coupon worth [Insert Value or Details of Coupon], which you can redeem on your next visit to [Restaurant Name]. It is our hope that you will give us another opportunity to serve you and provide the exceptional dining experience you deserve.

Please find the coupon enclosed with this letter. If you have any further comments or concerns, you may contact me directly at [Insert Contact Information]. Thank you very much for bringing this matter to our attention and for giving us the chance to improve.

We look forward to welcoming you back soon and creating a much better experience for you.

Sincerely,

[Your Name]

[Your Position]

[Restaurant Name]

[Contact Information]