

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

Manager
[Restaurant Name]
[Restaurant Address]
[City, State, ZIP Code]

Dear Sir or Madam,

I am writing to formally express my disappointment with the service I received at your restaurant on [Date of Visit]. As a patron who values quality dining, I had high expectations for my visit, which, regrettably, were not met due to multiple issues during my experience.

Firstly, there was a significant delay in both being seated and receiving our orders, despite the restaurant not being particularly busy at the time. Furthermore, the staff on duty appeared inattentive and unprofessional, with my requests for assistance often being ignored or met with indifference.

Additionally, the quality of the food did not meet the standards advertised. Several dishes were served either lukewarm or undercooked, which compromised not only the enjoyment of the meal but also raised concerns regarding food safety.

I trust that guest feedback is important to you and hope my comments will prompt immediate improvements in your staff training and overall service delivery. I respectfully request that you look into these matters and take appropriate remedial action to ensure a higher standard for your customers.

I look forward to your prompt response regarding how you intend to address these concerns. Thank you for your attention to this important matter.

Sincerely,
[Your Name]