

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

[Customer Name]  
[Customer Address]  
[City, State, ZIP Code]

Dear [Customer Name],

We are writing to address your recent dining experience at [Restaurant Name] on [Date of Visit]. First and foremost, please accept our sincerest apologies for the billing discrepancy that resulted in an overcharge on your final bill. We deeply regret any inconvenience or frustration this may have caused you.

Upon receiving your message and reviewing your bill, we identified an error in the calculation that led to the overcharge. We take matters like this seriously and have already taken steps to rectify the issue. A corrected copy of your bill is enclosed with this letter for your reference.

Please be assured that a full refund of the overcharged amount, totaling [\$Amount], has been processed to your original method of payment. Depending on your financial institution, the refunded amount should reflect in your account within [number] business days. If you require any assistance in tracking the refund, please do not hesitate to contact us directly.

At [Restaurant Name], customer satisfaction is our top priority. We are committed to providing transparent, high-quality service to each of our guests. Your feedback helps us improve, and we will be implementing additional measures to prevent similar issues in the future.

Thank you for bringing this matter to our attention and allowing us the opportunity to make it right. We value your patronage and hope to see you again soon. As a gesture of goodwill, we would like to offer you [complimentary item/discount/gift card] on your next visit.

If you have any further questions or concerns, please feel free to contact me directly at [Phone Number] or [Email Address].

Sincerely,  
[Manager's Name]  
[Title/Restaurant Name]  
[Contact Information]