

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

We are writing this letter to extend our **sincere apology for the bad attitude** displayed by our service team during your recent interaction with us. We acknowledge and deeply regret the inconvenience and dissatisfaction that this experience may have caused you.

Please rest assured that your experience does not reflect the high standards of customer care that we have set for our team. We value every customer and take your feedback seriously. To address this issue, we are taking immediate steps to improve our communication, professionalism, and overall service quality.

Our team will undergo additional training to ensure that such incidents do not happen again in the future. We are committed to restoring your trust and satisfaction and hope to deliver a much better experience in your future interactions with us.

Once again, we sincerely apologize for this incident. We appreciate your understanding and the opportunity you have given us to make amends. Please do not hesitate to reach out if there is anything we can do to further assist you.

Thank you for your valuable feedback. We look forward to serving you better.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]