

To: Dan's Family Restaurant <dansfamilyrestaurant@kmail.com>

From: John Smith <johnsmith01@qmail.com>

Date: November 26, 2019

Subject: Complaining about Bad Service

Dear Dan's Family Restaurant,

I am writing to complain about the terrible service I received on Monday night, November 25th, 2019. I arrived at your restaurant hoping to enjoy a fun meal with my family, but we ended up having a very bad evening.

To begin with, we were not happy about our table. We specifically asked to sit at a table by the window, but your staff gave us a table in the back near the bathrooms. It was very crowded and noisy, and we had difficulty talking because of all the noise.

Furthermore, the food was not good. I ordered the hamburger, but it arrived undercooked. I sent it back to the kitchen, and then when it came back, it was burnt. My salad was too small, and my french fries were cold. My coffee was bitter, the bread was stale, and the butter was rancid.

Finally, the waiter was very rude. He didn't smile once the entire time. He didn't wasn't helpful when I complained to him, and he didn't even apologize when he spilled hot coffee on my lap. In fact, I suspect that he spilled the coffee on purpose. He seemed to think it was quite funny when I got angry about it.

I would appreciate it if you could inform me if you are able to resolve these problems as my family and I really enjoy your family restaurant and we would definitely be interested in returning to your restaurant in the future.

Yours Faithfully,

John Smith