

## Letter of complaint

Dear Sir,

Your restaurant has an excellent reputation, that's why I decided to go there to mark my 33<sup>rd</sup> birthday with some friends. Although I don't normally believe the hype, this time I wanted to check myself if your restaurant met my expectations. But now, with great disappointment, I am writing to complain about a number of points.

To begin with, I must say that the night didn't start off very well: we had a reservation for a table for 10 but unfortunately our table was already occupied and there weren't any others available. So we had to wait for over an hour in order to have a seat. Besides, the service was outright dreadful with very long ~~time of~~ wait between the courses, not to mention the fact that when we finally got our meals they were cold! To make matters worse, one of my friends with a baby asked for a high chair that never arrived. And to add insult to injury, the waiter didn't even apologise. To cap it all, that night there was a row in front of everybody between two of the waiters, which left all guests astonished and staggered. On balance, that dinner was an unmitigated disaster from beginning to end. I wanted to write a negative comment on a dedicated website, but luckily for you, my friends refrained prevented me from doing this before sending you a letter.

Since I believe in second chances, I am not asking for a formal apology nor for a refund, but I sincerely hope you give me a different treatment in case I ~~would~~ ever come back, and I strongly suggest you take into consideration what I have written above.

Kind regards,  
L.