Sample Complaint Letter About Poor Service

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Jane Diner
Street
City, State, Zip
Telephone

Eat Here Restaurant
Street
City, State, Zip

Dear Mr. Jones:

I have been a loyal customer of Eat Here Restaurants since 1996 and have always been pleased with the food and service. Last Wednesday, February 18th, at around 5 p.m., we visited the Eat Here location on West Main Street in Small Town. We were very disappointed in the service we received on this day from a waitress named Mandy.

The restaurant was not busy when we arrived. There was one other table in Mandy's section and they were almost done eating. After being seated, we sat for about fifteen minutes before Mandy came to take our drink orders. When we told her how long we'd been waiting, she didn't apologize but just said, "What can I get ya?"

We gave her our drink orders and she did bring those promptly and took our order. Thirty minutes later, our food arrived, but it was cold and looked like it had been sitting out for a while. My husband motioned for Mandy to come over to our table and informed her that our food was cold. Her response was to say that it was not cold when she brought it to the table.

At this point, we asked to speak to a manager. We explained the issues we'd had already and the manager did apologize and offered to replace our food, but at this point we just wanted to leave. He told us the drinks were on him and he hoped we'd try their restaurant again. As we were leaving, we overheard Mandy telling a co-worker very loudly that we just wanted free drinks and were cheap and probably hadn't even left her a tip. We had, in fact, left her a tip, even though the service was not stellar.

I feel that Mandy completely disrespected us as customers and needs to be retrained in her customer service attitudes. I would also appreciate a certificate to try this establishment again as I hardly want to spend my hard-earned dollars here and risk another experience like this one.

Sincerely,

Jane Diner