

You have eaten at a restaurant and it was such a terrible experience that you have decided to inform the manager by letter of what happened, and that you want your money back.

1) Describe the problem

2) Explain why you are unhappy.

3) Say what you would like to happen next.

Dear Sir,

Here is one of your regular customers. While I have found most of the gourmet menu and excellent service here quite satisfactory thus far, I wish to lodge a complaint about ~~the~~ last night when I was there for my birthday.

~~As usual as~~like every year, I decided to celebrate my birthday at your restaurant and order a stake. Even though I told the waiter about my allergy to pepper, when the dish arrived, I found it too spicy. Furthermore, when I informed the waiter about that, he reacted rudely claiming that I was wrong. Although eventually, the dish was replaced, I had to wait for ~~them~~it for more than one hour, which I found totally unacceptable; besides, the pepper caused me some health problems s the day after.

~~According to~~because of the issue mentioned above, given the fact that this foul-up was entirely the fault of your staff, I feel that I am entitled to request compensation in the form of reimbursement for my money, and suggest you ~~to~~ kindly investigate and take action against the staff on their duty.

I would greatly appreciate your assistance in this matter. Should you have any further information, please do not hesitate to call me, and I have supplied my number for your convenience.

Yours faithfully

yeganeh