**COMPLAINT LETTER**

From: Jessica Arnold

152 Duchess Ave

Lucan, ON

N0M 2J0

To: Daisy’s Diner

245 Restaurant St.

London, ON

A1B 2C3

Dear Madam/Sir,

I attended your restaurant for lunch with a friend on February 28, 2016. I am writing to you in regards to the service I received. This was my second visit to the diner, and unfortunately the customer service was not as superior as the first time. I really enjoyed the meal at my initial visit and the staff members were very friendly. I wanted to inform you of my experience as a method of constructive feedback to assist in creating a positive experience for all customers.

Upon arrival to the restaurant around 2:00pm, the lunch rush had subsided based on the few customers present. My friend and I had to wait five minutes until one of the employees realized we were there to be seated. Once seated, we were tended to in a reasonable manner. However, when I received my plate of spaghetti, I found it was missing the usual meatballs in the sauce. I asked the waitress about adding the meatballs but she explained how the diner was out of this supply. This is an understandable issue, although I would have preferred to be told of the deficient supply prior to my order. Also, no discount was applied to my bill for this order.

The waitress was very polite and understanding about the issue. I appreciate this. I would like to recommend that your servers inform customers if certain dishes are unavailable or lacking an ingredient. This way the customer can decide whether or not they would like a different option. Additionally, if an aspect of the dish were lacking, a small discount would be an appropriate protocol in order to please visitors.

Thank you for reading my letter. I look forward to visiting your quaint diner again soon.

Sincerely,

Jessica Arnold

**BAD NEWS LETTER**

From: Daisy Smith

245 Restaurant St.

London, ON

A1B 2C3

To: Jessica Arnold

152 Duchess Ave.

Lucan, ON

N0M 2J0

Dear Jessica,

I am deeply sorry about the service you received on February 28, 2016. We strive to provide high quality meals and service at all times, however, the service you received seemed to be lacking in both of these aspects.

I have spoke to all of my employees regarding the issues you presented: greeting customers promptly, and offering discounts if certain foods are lacking in supply. I will be carefully monitoring these areas of concern from now on.

I truly appreciate the fact that you took the time to compose this letter in order to better our diner. I would like to offer you a free entrée dish as a token of my thanks and to help make up for the inadequate service your received. I have enclosed a voucher card with this letter.

We look forward to seeing you again soon!

Warm regards,

Daisy Smith