

## Complaint Letter

Luke Zhang

211-6669 Telford Ave.  
Burnaby BC, V5H4A1  
October 24, 2015

KK Dollar

4200 No 3 Rd  
Suite 200  
Richmond, BC V6X 2C2

Dear KK Dollar employees,

Your restaurant has been recommended to me by a few of my friends, and you have the unique perk of serving individual hot pots which intrigued me as it is a fresh experience. However, due to a recent incident I am not impressed by the service provided at your establishment.

On October 10, my friends and I dined at your restaurant with reservation made a week in advance. However, when we arrived at your restaurant there were not enough chairs to seat all of us. It is reasonable for this to happen if we did not make reservations, but we gave notice of our arrival with plenty of time to prepare as well as reserving for extra people in the case more people would have joined us. In the end a few of us had to stand for twenty minutes before chairs were set aside for our table.

Not only was the seating a problem, we also had to repeatedly remind the waiters on our orders because they weren't being served. It was not that they were slow to be prepared, but they had forgotten about the order completely.

In the future, I would hope that in addition to the number of seats available in the restaurant your establishment will also prepare more seats in the event that you are expecting more customers than usual. I would also advise to remind your workers to not carelessly give out seats from a reserved table as well as remembering the orders of the customers.

I hope that these matters will be addressed firmly to your employees before I dine at your restaurant again.

Sincerely,

*Luke Zhang*

Luke Zhang