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Customer Comments  
Earls Strawberry Hill  
7236 120<sup>th</sup> Street  
Surrey, BC V3W 2M1

Attention: Customer Comments  
Subject: Poor Service During Birthday Celebration

I recently visited your Strawberry Hill location. There was a reservation of 11 to celebrate a friend's birthday. As a regular customer, I was disappointed in the service we received considering the restaurant was not overly busy.

As soon as we arrived, our server greeted us promptly. However, during the rest of our visit, she was not attentive. On several occasions, we had to ask for water refills. Upon doing so, she took quite a bit of time to return with the pitcher of water. Plates were left on the table after we finished our meals. Additionally, my friend's pasta dish was cold. However, there was no opportunity to inform our server, as she did not return to the table to ask us how our meals were. I recognize the difficulty of hosting a large party. However, the restaurant was not busy enough to warrant the poor service we received.

I am aware our experience is not reflective of the high standards Earls upholds. However, many of my friends are very reluctant to try dining at Earls again. With a gift card incentive, I am confident that this party will return to enjoy Earls delicious food and forget about this one bad experience. Furthermore, I hope this incident can be used as a training opportunity so future guests do not have the same experience.

Please let me know if some incentive can be provided for my friends and I to return Earls and enjoy a true Earls dining experience.

Yours truly,



Solomon Vandt