

Taylor Smith
The University of British Columbia
2329 West Mall
Vancouver, BC V6T 1Z4

Cactus Club Cafe
575 West Broadway,
Vancouver, BC V5Z 1E6
March 11, 2019

Attn: Management Team
Subject: Slow Service

Dear Management Team at Cactus Club Café,

I am writing this letter as a formal complaint about a recent dining experience my wife and I had at your Broadway location, on February 14. I trust we can come to an understanding once you have reviewed this letter.

On February 14 my wife and I had reservations for dinner (7:00PM) before we went out and saw a movie at our local theatre. We arrived promptly, ten minutes before our reservation, however, we were not seated until just after 7:15PM. Once seated we were the hostess filled our waters and told us that our server would be right with us. Approximately fifteen minutes went by before our server greeted us, and since we had so much time to review the menu we went ahead and ordered our drinks, appetizers and main courses. We requested that our appetizers were brought out before our main course, however, the food all came together and as a result our main courses were cold by the time we got to them. During the whole experience our server seemed rushed, complacent, and perhaps even overworked. Ironically, even though she seemed rushed when she was at our table, it took a long time to get seated, receive our food, and pay for the bill. We ended up getting to our movie late, resulting in an unforgettable Valentine's Day for the both of us. We understand that Valentine's Day is a busy night, however, on an expected busy night we believe it should be the restaurants responsibility to have an adequate amount of staff on to ensure guests leave happy. I am requesting a discount on our next meal that my wife and I believe we deserve, as none was offered that night and the service was amongst the poorest I have ever received.

Thank you,
Taylor Smith