

Apology Letter for Food Poisoning

Dear [Customer Name],

I am writing to you on behalf of [Restaurant Name] to express our sincere apologies for the food poisoning you experienced after dining with us on [date].

We take food safety and quality very seriously, and we are deeply concerned that you became ill after eating our food. We have investigated the matter thoroughly, and we believe that the food poisoning was caused by a single, isolated incident. We have taken steps to ensure that this does not happen again, and we have implemented new food safety procedures.

We understand that you were very sick, and we are truly sorry for the inconvenience and discomfort this has caused you. We would like to offer you a full refund for your meal, as well as a free meal for you and a guest on your next visit to our restaurant.

We hope that you will accept our apology and give us another chance to show you the quality of our food and service.

Sincerely,

[Your Name]