

Formal Apology Including Remediation

Subject: Apology and Remedial Action for Food Incident

Dear [Recipient Name],

We sincerely apologize for the food poisoning incident on [Date]. Ensuring the safety of our customers is paramount, and we regret this lapse in standards.

As a token of our apology, we are offering [Compensation/Refund]. We are also implementing stricter quality controls to prevent recurrence. We value your patronage and hope to restore your confidence in our services.

Sincerely,

[Your Name]

[Position]

[Restaurant/Company Name]

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