

Casual Restaurant Problem Apology Email

Subject: Sorry About the Restaurant Mix-Up!

Hi [Guest Name],

I just heard about what happened at our restaurant last night, and I wanted to reach out personally to apologize. Getting the wrong order, waiting forever for your food, and then having it come out cold is definitely not the dining experience we want our guests to have!

Our kitchen was dealing with some new staff training issues and a computer glitch that really threw everyone off their game. I know that doesn't make your cold pasta any better, but we're working hard to make sure this doesn't happen again.

I've already credited back all your restaurant charges, and I'd love to invite you and your family back for a complimentary dinner at our restaurant next time you're in town. Our head chef wants to personally prepare something special for you to show what our kitchen can really do when everything's running smoothly.

Thanks for being patient with us, and I really hope we can turn this around and give you a great experience next time.

Best regards,

[Manager Name]

Hotel Manager

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