

Professional Letter to Catering Company About Event Issues

Subject: Complaint Regarding Catering Services for [Event Name] on [Date]

Dear [Catering Company Name],

I am writing to express my significant dissatisfaction with the catering services provided by your company for [event type] held on [Date] at [Venue]. Despite our detailed discussions and written agreement, the service and food quality fell far short of expectations and contractual obligations.

The following issues occurred during the event:

The food was delivered 30 minutes later than the agreed time of [time], causing disruption to our event schedule. Several menu items specified in our contract were either missing entirely or substituted without prior notification or approval. The [specific dishes] were served at inappropriate temperatures - cold items were warm and hot items were lukewarm. The presentation of the food was careless and unprofessional, not meeting the standards shown during our tasting session. The serving staff were insufficient in number and appeared unprepared for an event of this size.

This was a significant event with [number] guests, and the poor catering experience reflected badly on us as hosts. We received numerous complaints from attendees about the food quality and service.

Our contract totaled [amount], and I believe we did not receive the level of service we paid for. I am requesting a partial refund of [amount or percentage] to reflect the substandard service provided, as well as a written explanation of what went wrong and how you plan to prevent similar failures in the future.

Please respond within seven business days with your proposed resolution. I have documented the issues with photographs and written statements from attendees, which I can provide if necessary.

I regret that this experience has damaged what was previously a positive business relationship.

Sincerely,

[Your Name]

[Event Date and Contract Number]

[Contact Information]

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