

Formal apology for slow service

Dear Valued Customer,

We sincerely apologize for the delay you experienced during your recent visit to our restaurant. Our goal is to provide prompt and attentive service, and we regret that we fell short in your case.

Please accept our apologies along with a complimentary dessert on your next visit as a token of our regret. We are committed to improving our service standards to ensure this does not happen again.

Thank you for your understanding and continued patronage.

Sincerely,

[Manager Name]

[Restaurant Name]

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