

Heartfelt and serious apology

Dear [Customer Name],

We are deeply sorry for the unsatisfactory experience you had at our restaurant. Your comfort and satisfaction are our top priorities, and it is clear that we did not meet those standards.

Please accept our sincerest apologies and a voucher for a complimentary meal as a gesture of our commitment to making things right. We truly value your patronage and hope to restore your confidence in us.

Warm regards,

[Manager Name]

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