

Official apology addressing hygiene issues

Subject: Our Sincere Apologies

Dear [Customer Name],

We were informed about the hygiene issues you observed during your recent visit. Please accept our deepest apologies for this oversight. Maintaining a clean and safe dining environment is paramount, and we are taking immediate corrective measures.

We hope you will give us another chance to provide you with the high standards of service you expect.

Sincerely,

[Restaurant Manager]

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