

52 Angry Drive
Livid Village
Enraged City
Complaintshire

FU12 10U5

Dear Sir/Madam,

I am writing to inform you of the shambolic experience that myself and my family recently received in your restaurant. My excitement at eating in your establishment was only surpassed by my utter dissatisfaction having done so. Naturally, when dining in a restaurant with a reputation such as your own, you have extremely high expectations of both the levels of service and the food. Unfortunately, I was left feeling that both were nothing short of inadequate.

Firstly, upon entry to the restaurant we were greeted by a member of staff who was on his mobile phone! As if this was not bad enough, he then continued his phone conversation as he showed us to our seats! I was dumbfounded at his sheer rudeness but, hoping it was a one-off, I decided to continue with the meal. Sadly, this was not an isolated incident.

After the rudeness of the first member of staff, I was most satisfied to be greeted by our waitress who seemed extremely pleasant and took our orders without any problems. However, things soon changed for the worse when she returned with our starters. For a reason only known to her, the waitress decided that she would attempt to juggle our plates and - not surprisingly - I ended up with soup all over my splendid, new dress! As a result, I was not only humiliated in front of the entire restaurant but I now have a dry cleaning bill of £20. Following this incident, I may have seemed slightly upset with the waitress (which is only natural given the circumstances). Nevertheless, I most certainly did not expect the waitress to have the audacity to blame the incident on me! She accused me of deliberately tipping up the plate of soup; a far-fetched accusation if ever I have heard one! Is this how you train your staff to deal with such incidents - deny all responsibility and blame the customer? After such diabolical service, I did not think it possible that the evening could become any worse; I was sorely mistaken.

The final straw came when the duty manager casually presented us with a bill of £4050 for, what has to be said, was a fairly average quality meal. Consequently, I called the duty manager over to highlight the fact that there had clearly been a

mistake but he very bluntly told me to pay the bill or he would phone the police. This is outrageous! How can you allow such a bully to work in your establishment? Feeling that we had no other choice, we paid the bill and hastily left the restaurant having been subjected to rudeness, poor service, false accusations and very obvious bullying.

I'm sure it is needless to say that we are absolutely furious with our treatment and will not be using your restaurant again. However, if your reputation is of any importance to you then the least you can do is offer us full reimbursement for both the ludicrous bill and the expense of my dry cleaning. Furthermore, I hope that you will investigate the conduct of your members of staff and take the necessary action to ensure that no one is forced to go through the same ordeal ever again.

I hope that you have noted the seriousness of my complaint and I eagerly await your response.

Yours faithfully
Mrs Okell

	Formal language
	Powerful verbs and adjectives
	Passive verb voice
	Connectives/adverbials
	Variety of punctuation