

Sir Ellis Kadoorie Secondary School (2016-2017)
2C(25) Marques Xean Hailie Serrano

Writing a Complaint Letter

Dear Sir/Madam,

Re: A complaint about the poor service of the restaurant

I am writing a complaint letter because of the terrible service we received yesterday, 1st June, 2017. It took about half an hour of our time to get seated, and when we arrived, there were a lot of empty tables! Behind us was a very impolite waiter, he gave us a dirty look when we entered. He was even smoking in the restaurant. How horrible it was!

Next, we had a very careless waiter who forgot our order thrice or even four times. After the long wait for the food, he spilt hot, scalding soup on my girl friend! He then threw away the noodles in the bowl that he spilt. The food was way too horrible. Our noodles were overcooked, our soup was too salty, and we could barely chew on the meat, it was rock hard!

Lastly, the cleanliness of the restaurant was unacceptable. There were mice, flies and cockroaches everywhere! The floor has spilt sauce that was clearly there for a long time.

To conclude, this is one of the worst restaurants that I have ever eaten in. I would like a refund of my \$302.- as soon as possible. Please contact me at 9123 4567.

Yours sincerely,

Chris Wong

