

# Apology Letter to Customer for Poor Service

To,

Mary Brown

Lancashire west

Sub: Poor service at our club

Dear Mam,

As you are a precious member of our club we apologize to you for poor service at our club. We have received a complaint from your side that the service at our club restaurant was very poor and pathetic. We have inspected the service and had an interrogation with the manager and it has to be to our knowledge that due to the rush of lots of members on weekend food service was delayed a bit.

I apologize to you for poor service and I assure you that you won't have to wait at our restaurant from next time as we have decided to hire extra staff for weekends.

Once again I apologize for the inconvenience caused to you.

Thanks,

Jerry James

Vice President

Funworld Clubs

London



# Sample Apology Letter For Poor Customer Service

**Zhe Xu**



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