**Dear Sir/Madam,**

**I want to express my strong dissatisfaction with the service I received during a visit to your restaurant on January 6th.**

**Firstly, I had booked a table for my family and myself for 8:30, but it was 9 o’clock before we were seated. Such a delay seems to me inexcusable.**

**Then, in spite of the fact that I had repeated our order to check that the waiter had heard me correctly, he proceeded to bring us the wrong starters. Such careless service should not be tolerated in a restaurant which charges such high prices.**

**To make matters worse, the chocolate gateau we were served for dessert was quite stale. The menu claimed, though, that all dessert were freshly prepared that day.**

**My family and I will not dining in your restaurant again; however, you would be wise to guard against such appalling treatment of your customers in future.**

**Yours faithfully,**

**Name**