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McDonald’s Bucharest

Orhideea, Splaiul Independenței 210-210B, Bucharest

Dear McDonald’s,

I came to your restaurant on 12 Jan 2020 at about 12:00pm and was really disappointed from the quality of food that was served to me.

Firstly, the queue was very large because there were very few people that were serving and I stayed about 30 minutes on the queue.

Secondly, the fries were cold, the soda was very diluted, and the chicken was very gross and with a lot of oil. I managed to eat all the food (that was a mistake) but that night I was very sick and took a lot of medication because of the disguisting food. I think I’ll never eat on McDonald’s again for like one year!

That is not the quality of food that one would expect from a restaurant of your level and reputation. You need to make sure that your customers are getting the highest caliber of available ingredients as well as proper preparation.

Normally I would take this directly to the Consumer Rights Department, but I have had some good meals before in your place and can only hope that this was a onetime thing.

I trust that this is not the type of letters that you wish to receive from your customers and I also trust that you are going to deal with this complaint in a strict manner while taking all the necessary measures to make sure that such incidents do not happen again.

You may contact me at mickai55@yahoo.com if you want to ask me questions about the incident.

Sincerely,

Voica Mihai Cristian