To: Customers and Media Outlets

We, the employees at Tasty Restaurant, would like to draw the attention of our customers towards the incident that occurred at our restaurant on September 20, 2018. Customers, who ate our famous sweet chicken dish that evening, fell ill and had to be hospitalized. In the past one week, we received several reports about the possible reasons for this occurrence along with concerns and suggestions to improve the situation. We would like to thank all our clients for their valuable response and unstinting support. Our restaurant is well known for its healthy food and exceptional customer service. We would like to emphasize that the experience with sweet chicken dish does not represent our restaurant’s quality in any way. Although we could not prevent the unfortunate event, we wanted to make sure that such an unpleasant incident does not reoccur. So, we conducted a vigorous and meticulous investigation to find the source of the problem.

During the investigation, we found a shocking cause of the incident. Our suppliers have been providing us with the best products on the market for a decade. However, in the recent event, one of the suppliers mishandled an ingredient for the sweet chicken dish. Instead of providing us with sweet almond paste (dessert with an almond ice cream topped with toasted almonds), the supplier sent us sweet candy paste (toasted almond nougat candy). The sweet candy paste, when mixed with other ingredients of the sweet chicken, acted as a poison causing food intoxication to those who ate the dish.

In addition, the supplier shipped the chickens in a tarnished state. A combined investigation with Food and Drug Administration (FDA) revealed that the supplier did not refrigerate the chickens properly before the delivery. This is an unacceptable carelessness on part of the supplier. So, we ended our relationship with them. Furthermore, to ensure that the supplier does not make such mistakes again, they are being investigated by the FDA. The FDA is making sure that every system, including refrigeration and package separation, works properly in the supplier’s company. We would also like to let our customers know that we have partnered with a new vendor to provide us with high-quality products. Please note that we will do everything in our power to make sure that our patrons have excellent dining experience in our restaurant.

We would like to again apologize to all our affected costumers. We are deeply concerned for their well-being and recovery. Although it would not compensate the affected people for their losses and sufferings, we have agreed to cover all their medical costs related to this incident. Furthermore, we provided them with a lifetime discount coupon which will allow them to eat any dish at our restaurant in half the price. In addition, they will get our special dish free of charge during weekends. We understand that some guests might still be concerned about the quality of our food and services because of the recent occurrence. However, we would like to ensure all of them that their dining experience at Tasty Restaurant will always be outstanding from this day forward. One of the steps we took to ensure it was to implement new rules and protocols for all our employees, suppliers, staffs and management committee. The new protocols and procedures will make certain that all the supplies and ingredients are checked intensively for their safety. Also, we are putting the transportation system under top priority to prevent any mishaps from occurring again.

Furthermore, to restore the confidence of our patrons in the Tasty Restaurant’s customer service, we are providing free drinks to all our guests from September 30, 2018, to October 10, 2018. In addition, the visitors will get all our food at a 25 percent discount rate. We want to provide our customers with good deals on food and drinks. In addition, we want to entertain them while they are at our restaurant. So, we are hosting several live performances by different singers and music bands, including top artists like Ed Shrine and Taylor Swift, in our conference hall. The artists will perform on Saturdays starting from October 01, 2018, to January 01, 2019. However, a ticket is required for everyone to enter the performance hall. We would like to request all our customers to buy tickets online or at door to enjoy the show. We cordially invite all our patrons to say thank you for their continued patience and support. Please visit us and make use of great deals and offers at our restaurant.

We, at Tasty Restaurant, strive to provide our customers with outstanding dining experiences and excellent customer services of their lifetime. We will do our best to live up to our standards and keep providing all our respected clients with healthy and tasty food.

Sincerely,

Rohan Maharjan

Customer Service Manager

Tasty Restaurant