**Read the following information.**

You recently made reservations for dinner at a very famous and expensive restaurant in town. However, the meal and the service were terrible. The restaurant manager was not available to solve the problem, so you left without a resolution.

150~200 words

Dear The manager of PP Restaurant,

I wish to make a formal complaint against the staff yesterday over their poor service and the food. My manager whose office is in Tokyo visited Calgary this week and we went to your restaurant last night. I had dinner at your restaurant before and I know you are one of the best restaurants in Calgary. However, I feel like we went to a different restaurant.

The seafood we ordered was a nightmare. The lobster smelled funky. The crabs were too salty, and even worse, the clam soup didn't have any clams in it.

Moreover, a waiter spilled wine to my manager's suit. He said sorry and would bring another bottle of wine back, but we didn't see him again. None of your staff came to deal the clothes. We asked for the manager for help, but you didn't show up. We left with anger and disappointment.

It was a chaos. I will give you my manager's email at the end of the email. I hope you could write an apology letter to my boss and explain why you didn't show up. Otherwise, I am quite hesitant to visit your restaurant again.

Sincerely,

Ccas