Dear Madam,

I am writing to tell you about a problem I had with the service in your shop last week. I visited your store in City Center on May 21st, and I was not happy with the way I was treated.

I would like to say that the people working there were not very friendly or helpful. Even though I waited my turn, they didn't seem interested in helping me. The store didn't feel welcoming, and I felt like they didn't care about me as a customer.

However, I think this problem can be fixed easily. Maybe the staff could get some extra training to make sure they know how to make customers feel valued.

I hope to hear from you soon to talk about how we can make things better for customers in the future.

Yours faithfully,

Grigorii Rassadnikov