Writing Unit 9, Grigorii Raevskii, 13.05

Dear Sir/Madam,

I am writing to formally express my dissatisfaction with the dining experience we had last weekend at your restaurant, The Dragon. Our expectations, based on the claims on your website, were, unfortunately, unmet.

Firstly, we were astonished by the menu prices, which were absolutely opposite to what was advertised online. We decided to stay despite our initial hesitance, believing that the quality of the meal would justify the cost. Unfortunately, the experience did not meet our expectations. The waiter appeared to be unfamiliar with the menu items, often needing to consult the chef for explanations, thus being unprofessional and disturbing.

Additionally, the lack of functioning air conditioning unit made the air uncomfortably warm, making it impossible to taste the dish properly. When our food was served, after a considerable delay, the quality was very disappointing. The dishes lacked distinct flavors, and the portion sizes were unsatisfactorily small, not aligning with the pricing nor experience.

Considering these points, it is felt that not only was the meal not up to the promised standard, but it also did not provide value for its money. Under the circumstances, we believe that we are owed an apology and a form of compensations should be considered to smooth the negative experience.

We are looking forward to hearing your response about these concerns.

Yours faithfully,

     