

## A COMPLAINT OF A BAD SERVICE

Dear Sir,

I am (1) ..... to (2) ..... about the food and the (3) ..... at your restaurant.

My friend and I went to the restaurant for lunch at around 12.30 on Friday 7 May. We (4) ..... a quiet table, (5) ..... we were given one near the kitchen door. It was very (6) ..... there and to make matters (7) ....., we had all the (8) ..... from the kitchen as well.

The food, when it was finally (9) ..... was cold and had to be (10) ..... back to the kitchen. Not (11) ..... that, but the (12) ..... were rather small. The service was very slow, and the waiters were (13) .....

When we finally got the (14) ....., we found we had been (15) ..... by two pounds. I pointed this out to the waiter, but he just (16) ..... that and then he shouted at me because I did not leave a (17) .....

I would like you to (18) ..... this matter and take the necessary action. I would also like an apology and a full (19) ..... of the bill.

I look forward to (20) ..... from you.

Yours faithfully,

Ali Salman



service

writing

complain

however

noisy

smell

ordered

worse

only

portions

rude

taken

served

tip

overcharged

bill

ignored

refund

hearing

consider