

Number the parts of the letter to according to the correct order of the complaint letter.

**Mr. Simon**

Building 123, Road 756, New Avenue

**Jufair. Kingdom of Bahrain**

**April 14, 2022**

**Ahmed Hamed**

**Block 234, Avenue, 1234, Building 2345, Flat 12,**

Salmabad, Kingdom of Bahrain

Dear Sir / Madam,

I think that the reputation of your restaurant is at stake and that you need to deal with complaints and satisfy your customers. Therefore, I would like to receive a full refund of the food.

It was 7:30 when I started trying to order from your restaurant website but it was not working properly. That is why I needed to refresh several times and add meals to the basket again and again. I hardly could place order. I received a message of estimated time to receive the food after 20 minutes. 30 minutes left but I haven't received anything. I called your restaurant and they told me that there is some errors with the website and took my order. Fifteen minutes later, the delivery boy arrived and asked me to pay money. I told him that I have already paid online and showed him the confirmation message but he did not believe me and kept me waiting till your restaurant answered him. I finally got the meal without any drink. When I asked the delivery boy about the drink he said that this is all he got from the restaurant and claimed that he didn't have time to waste and left. I was so disappointed about the first experience with your restaurant specially that after all that suffer to receive the meal, it was regular with mayonnaise though I told them that I want it spicy without mayonnaise.

I am writing to complain about your delivery service on April 13.

I am enclosing a copy of the receipt bearing the date and time of both the order I made and the delivery.

I am looking forward to a prompt reply

Faithfully,

**Ahmed Hamed**