

Drag & drop into the correct box.

Writer's address	Recipient's address	Suggestion 3	Problem 2
Closing paragraph (not numbered)	Complimentary close	Opening paragraph	Subject Heading/ Title
CAPITAL LETTERS	Date	Suggestion 1	Problem 1
Suggestion 2		Salutation	

Lot 201, Jalan Embun,
Taman Bahagia,
98000 Miri,
Sarawak

The Manager,
Wonder Restaurant,
Jalan Pagi,
98000 Miri

20 April 2019

Dear Sir/ Madam,

Complaint About Unsatisfactory Food and Restaurant Service

I wish to express my dissatisfaction about the food and service at your restaurant. I would like to raise a few points regarding this matter. We had dinner at your restaurant on 10 April. We expect to have a great time at your restaurant but unfortunately, we did not.

2. Your waiters treated us rudely and inconsiderately. We had to wait for about an hour before we could order any food. The waiter spoke to us rudely when taking our order. When my mother wanted to order tea without sugar, he rudely replied that you do not have such drink. For your information, my mother has diabetes.

3. The undercooked food was also unsatisfactory. We were surprised to find that the roast chicken was still raw. The prawns ordered was also not fresh. We complaint to the waiters but no actions were taken by the kitchen.

4. Hereby, I would like to make a few suggestions to help you solve these problems. First, I suggest putting more emphasis on training your waiters and cooks to provide good service to customers.

5. Secondly, I would like to suggest that the managers to conduct random spot checks on the quality of the food.

6. Finally, complaints by the guests should be answered as quickly as possible by senior staffs.

I hope that you will investigate these complaints and take immediate actions. It is very important to render good service.

Thank you for your co-operation.

Yours faithfully,

Alvin

(ALVIN WONG)