

FORMAL LETTER

Dear Mrs. Richards,

I am writing to inform you that I was very disappointed with my visit to your restaurant two days ago. I read your advertisement in the newspaper and decided to spend an evening there with a friend of mine. Unfortunately, I have a couple of complaints concerning this visit.

According to your advertisement, the place is perfect for having private conversations in a relaxing atmosphere. However, it turned out that the music was so loud that I could hardly concentrate on the chat with my friend. The waiter asked to turn the music down shrugged his shoulders and said that other guests liked it that way. Is that what you mean by 'discreet service'?

In addition to this, the place was crowded and the waiting time for the ordered meal was intolerably long. I must admit that the cuisine was quite good, but the prices were way too high.

I would like you to take my points under consideration and I expect a refund from your restaurant. I trust you will give this matter immediate attention.

I look forward to receiving a reply from you.

Yours faithfully,

John Smith