From,  
Ajay Sharma  
Manager  
521 Anderson Dr.  
Branford, CT 06405  
ajay@gmail.com

Date – 12/11/1994

To,  
Ananya Sharma  
CEO  
2 Morris Rd.  
Tupelo, MS 38801  
ananyasha@gmail.com

Subject: -------

Dear Customer,

Thank you for sharing your valuable feedback with our team. As I understood from your response, our service this time has disappointed you as it was not of the level you’ve always been accustomed to from our team. We deeply apologize for the same. We have set the standards way too high and stick to those but tend to fail on certain occasions.

We have noted your view points and the necessary precautions have been put in place. We ensure that we will not repeat any of these mistakes yet again.

As a token of our regret, we invite you to have a complimentary meal with free dessert with your friends or family at a date and time of your preference. We value you as a customer and wish to serve you again.

Sincerely,

Ajay Sharma