

# Unfortunate incident at your restaurant

Life



**ASSIGN  
BUSTER**

Dear manager of Bella Napoli

I am writing to you because of an unfortunate incident yesterday at noontime. You see, what happened was that my son and I wanted to enjoy a beverage and maybe something to eat, but we couldn't get a table. According to your waiter, all tables were reserved. This, I am sure wasn't the case, as the restaurant was totally empty...

Therefore I am writing this complaint to you, as I don't want to be treated that way. I was actually in a good mood but that incompetent waiter practically ruined my day. I was speaking Italy, but the rude waiter apparently did not understand it. Nevertheless, I wanted to point out to you, that one of your waiters had bad manners, and that I find this unacceptable.

I - before this incident - had a good impression of your restaurant, but unless I am going to be given a proper and formal apology, this was my last time at your restaurant. Furthermore I will spread the word, this will be very unpleasant for your restaurant and will affect your sales.

I hope I have made myself very clear. The formal apology must be given within 14 days or else the word will spread and I will consider legal actions.

I look forward to hearing from you soon,

Yours faithfully

John Collins