

## A letter in reply to a complaint

- **Directions:** You are the manager of a restaurant, famous in the local community in China. Recently you have received a letter of complaint from an American customer, who had a dinner at your restaurant a few days ago complaining about the noise that kept coming from the tables around. Write a letter in reply to the complaint, apologizing for the problem and explaining how this happened and what you plan to do to ensure the satisfaction of both local customers and overseas guests in the future.

## Sample

# A letter in reply to a complaint

- Dear Sir:
- I feel awfully sorry for the noise that affected your enjoyment of your dinner at our restaurant and apologize for our failure to have created an agreeable atmosphere for our overseas customers to have bon appetite.

- I looked into the case upon reception of your letter and I find it necessary to give you some idea about what was going on around you while you were having dinner at our restaurant. There were in reality three groups of people, who were celebrating their respective happy events in one form: drinking to elevation.

One person was appointed as CEO in a newly established company, and a group of people, probably his intimate friends and close relatives, were celebrating the event; another group of people were having a merry time then, for they had signed a contract for a big deal and the third group were showing their warm congratulations to a young couple who had just announced their engagement.

- As we know, it is a custom in China to prefer alcoholic drinks on happy occasions for they want to feel intoxicated by both happy events and happy drinks, though many people believe that it is a custom better to breach than to observe.

- We came to realize by reading your letter carefully the fact that different cultures may have different preferences in expressing their happiness and we should do our utmost to cater to different needs, though they are very subtle, of different customers from different cultures.



We plan to set up a few cubicles in which customers who are most likely to produce much noise in their intoxication are kept apart from other customers so as to ensure the satisfaction of all customers at our restaurant.

- It is our hope that you could accept our apology and if possible, give us some suggestions to improve our plan I have just mentioned.

- Yours sincerely,

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