

To:

Mr. Srilan jain

General Manager

Saffron Restaurant

New York

11th January, 2012

Ref: Sub-standard Food

Dear Mr. Jain,

I visited with my family to your Saffron restaurant on 16th January to celebrate my son's birthday. Unfortunately, the sub-standard food quality in your restaurant really dampened our spirits.

The dinner started off in a very disappointing way when we were served some tasteless lukewarm fluid which was passed off as Sweet-corn soup. The starters we ordered were dripping with oil, though we had specifically requested for fat-free food.

The Main Course tasted equally bad. Though we had ordered an assortment of vegetarian as well as non-vegetarian platters, and they all seemed to taste the same.

The only redeeming feature was the well-mannered Service that evening and the friendly manner in which your waiters patiently heard our numerous complaints.

I hope in future the quality of your food is able to match up to the quality of your service.

Best Wishes,

Emily Swan