

To

The CEO

Italian Savoury Hub

76/32 Central Square

Lancashire

Date 28<sup>th</sup> July, 2014

Dear Sir,

Subject: Complaint against standard of services provided

I wish to lodge a formal complaint against the services that was rendered by your staff to me on 26<sup>th</sup> July 2014. On the aforementioned date I had gone with my family to your restaurant and had asked for a Pasta Mexicana penne amongst other dishes and drinks.

We were served the food and after eating a portion of it, my wife found a small insect in the pasta. We immediately brought this to the notice of the steward on duty who we could see went and spoke to the manager. In spite of all this, and repeated requests, we waited for another 40 minutes and still no one came to our table either to remove the dishes or to speak to us about the happening. In the end the manager came and said that the pasta was on the house and handed us a bill for the rest of the amount. I was not expecting an on the house offer, but a replacement of the dish.

Your restaurant is one of the premier destinations in the city when it comes to Italian food, and the incident on Saturday has shown poorly on your staff. Please look into this matter immediately and I hope you will take necessary actions for the same.

Thanking you

Yours Faithfully