**Bridges Bistro**

1103 Pacific Drive, San Diego, CA 92112

Phone: (619) 555-3344  
[www.bridgesbistrosandiego.com](http://www.thepinkparrotbistro.com)

September 10, 2011

Ms. Gladys Ramirez

5083 West 8th Avenue

San Diego, CA 92130

Dear Ms. Ramirez:

Thank you for your e-mail of September 9, 2011 describing your experience with a member of our wait staff. We always appreciate hearing from our customers and are committed to ensuring that your concerns are addressed.

In your letter, you state that the server did not provide you with a refill of your soda when you requested one. In addition, you describe how you made repeated requests for cutlery, napkins, and condiments. You also note that the restaurant was extremely crowded and short staffed. You were right! We were experiencing one of our busiest days and two of our five servers were out with the flu.

The comfort of our patrons is of the utmost importance to us no matter how busy and crowded the restaurant becomes. I understand your concerns and would like to offer you and your guest a complimentary round of drinks the next time you come to our restaurant. This Sunday, our chef is featuring his famous Lemon Chicken House Special, a dish that received rave reviews from a local food critic.

Thank you again for contacting us. If you would like to make a reservation for dinner and drinks on Sunday, please call us at (604) 555-7123. I hope to welcome you again to Bridges Bistro.

Sincerely,

Your Name  
General Manager