From,

Mr Simpson,

General Manager,

KBS Shopping House,

Houston

To,

Mr Lawrence,

E-2,

Winston House,

Houston

Dear Mr Lawrence,

I, Mr Simpson, General Manager for KBS Shopping House, am writing this letter to express my heartfelt apologies for the behaviour with which you were met on your last visit to our shopping house. The staffs are newly recruited one and they are still on their training schedule. However, this does not justify the rudeness in their approach. I, on behalf of the entire management of KBS Shopping House, submit my apologies for the rude behaviour at your disposal.

I assure you that nothing like this shall ever come into existence in future. This letter is enclosed with a gift coupon to compensate for the rude behaviour; not that it justifies our mistake. I wish that this unfortunate event shall not have any effect on the long and healthy relation which we have shared with you. I am hopeful that this letter serves its purpose and conveys our apologies to you.

Yours sincerely,

Mr Simpson