From,

Mr Wesley,

Hotel Manager,

Sea View Hotel,

Singapore

To,

Mr and Mrs Sprout

Dear Mr and Mrs Sprout,

I, Mr Wesley, Hotel manager of Sea View Hotel, am drafting this letter on behalf of the entire staff of the hotel to convey our apologies for the inconvenience which has been caused to you. We appreciate that you made us realise that we have lapsed in our services, when the food served to you on 21st June was not in desired state. We express our heartfelt apologies for this regretful event and assure you that such unfortunate event shall never be occurring in the future.

As a part of our apologies we are offering you complete relaxation on the food ordered during you stay. I wish to elucidate the fact that this does not justify our mistake and it is just a part of our apology. Please, accept it and pardon us. We assure you that you would not be getting any moment worth complaining in your henceforth stay,

Yours faithfully,

Mr Wesley