Informal message for digital communication

Hi [Customer Name],

We're really sorry that your meal didn't meet your expectations during your last visit. We take quality seriously, and your feedback helps us get better.

We'd love to make it up to you with a special offer on your next meal. Thanks for giving us the chance to improve!

Best,

[Restaurant Team]

Get more templates here: https://www.lettersandtemplates.com/letters/restaurant-apology-letter