

Subject: Concern Regarding Overcharging and Hidden Fees

Dear [Manager's Name],

I hope this message finds you well. I'm writing to bring to your attention an issue I encountered during my recent visit to [Restaurant Name] on [Date].

Upon receiving my bill, I noticed charges that were not clearly communicated when ordering. Specifically, there was an overcharge on [specific item] and a hidden fee labeled as [specific fee]. These charges were not mentioned on the menu or by our server.

I believe this is a misunderstanding, and I would appreciate it if you could clarify these charges. Transparent pricing is important, and I'm sure you'd agree that customers should be informed about any additional costs upfront.

Thank you for your attention to this matter. I look forward to your response.

Best regards,

[Your Name]

[Your Contact Information]