

Good afternoon, everyone. I hope this message finds you well. I wanted to take a moment to address an experience I recently had at our establishment that I believe merits some attention.

During a recent visit, I encountered a situation where a member of the staff spoke to me in a manner that was less than courteous. I understand that we all have our challenging days, and we greatly appreciate the hard work and dedication our team puts in daily to serve our customers. However, the interaction fell short of the warm and welcoming service we've come to expect and strive to embody.

We hold our staff to high standards of customer service because we genuinely care about providing the best experience possible. I am confident that this incident is not reflective of our usual service, and I trust that it will be addressed constructively. I am hopeful that this feedback will help us reinforce our commitment to maintaining a friendly and respectful environment for both customers and employees.

Thank you for your attention to this matter, and I look forward to seeing positive developments. Let's continue to strive for excellence together.