

*English*

*Mr Wilke*

*www.g-wilke.de*

John Smith  
7 Pratt Street  
Camden Town  
London NW10AE  
johnsmith@yahoo.com

17th October 2011

William McNike  
The Egerton House Hotel  
17-19 Egerton Terrace  
Knightsbridge  
London SW3 2BX

Dear Mr McNike,

This letter is a complain concerning your restaurant. I visited your restaurant on 09th October 2011 to eat a pizza.

I ordered a Pizza Margarita and your waiter took the wrong order. After I had waited for 20 minutes, waiter brought me the wrong pizza. I informed him that I would like to have my Pizza Margarita, but he was very impolite and said that he could not change my pizza.

Could I please ask you to look into these matters?

A possible solution would be that I come to your restaurant for a free pizza.

Your sincerely,

  
\_\_\_\_\_

John Smith

Enc.: proofs (2 photos)

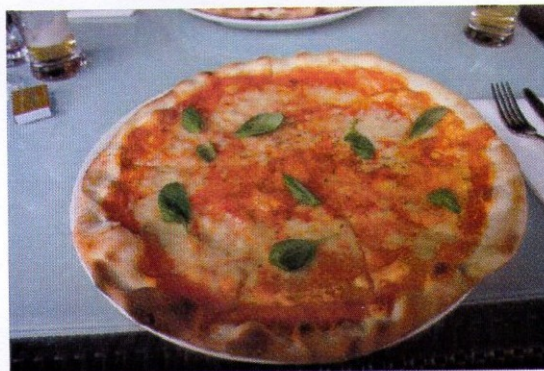
**In addition to the letter of complaint**

Proofs:

**Wrong pizza:**



**Right pizza (Margarita):**



<http://media-cdn.tripadvisor.com/media/photo-s/01/4f/7f/7b/pizza-margarita.jpg>  
<http://www.digilotta.de/wp-content/uploads/2008/11/peperoni-salami-pizza.jpg>