

George and Ethel Arthur  
9014 N 83<sup>rd</sup> St  
Scottsdale, AZ 85258

Dave Jackson  
10460 N 90<sup>th</sup> St  
Scottsdale, AZ 85258

Dear Mr. Jackson:

On July 24, 2000 we dined in your Applebee's for dinner. If you call THAT DINNER! We have several complaints, and decided to write you a letter after calling the restaurant and received your name as a manager.

The two of us frequent your restaurant, but were horrified by the service on that day. First, we were seated in a booth where the cushions were completely shot. My husband and I are older and have a hard time standing up and the flat cushions made it especially difficult. The waiter (don't know his name – tall, mustachioed, and big boned) seemed to be disrespectful because he would move on to other tables instead of listening to our stories. We felt neglected and ignored.

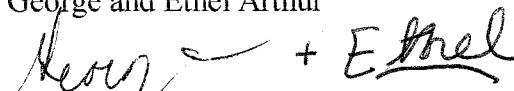
Secondly, enough with the atrocious music. Egads. We came to eat, not to listen. We would much prefer something catering to people of our generation. Glenn Miller and Laurence Welk are timeless artists whom we strongly recommend.

We also split a small Chinese chicken salad that tasted funny, like almonds. The salad never has enough dressing either, and it's hard for us to pour from those blasted little cups without making a mess because our hands shake.

We will still visit your restaurant as long as you turn that frigid air down. I don't enjoy wearing a sweater to dinner in the middle of August. Please reply with an apology and a confirmation that you have received our suggestions. Kids nowadays don't understand the importance of a sincere apology.

Respectfully,

George and Ethel Arthur

Handwritten signatures of George and Ethel Arthur, with a plus sign between them.

P.S. There should be a senior discount.