

Dear [Client Name],

I want to apologize for the rude behavior of one of the employees at our store yesterday. Their behavior was inexcusable, and I completely understand how upsetting it is when someone who should be serving you responds in such a disrespectful way.

We have identified the employees responsible for your negative experience and they have been disciplined. We've also communicated to them that they will lose their jobs if this type of behavior ever happens again. We truly value having you as a customer and hope you will accept our sincere apology.

Please let me know if you have any other concerns or questions, and I'll be happy to address them personally.

Sincerely,

[Name]

[Title]