

Mr. Brown,

First of all I would like to apologize for our lack of focus and lack of involvement on your last visit to Macaroni Grill Westlake. I understand that you had ordered our tortellini and was not informed until half way thru your salad that we were out. My apologies. This is not how we do business and I take your concerns very seriously. You, quite frankly are the one who signs my paycheck. The last thing I want is to lose your business. I will look into this matter and try to resolve quickly so no future problems occur. As a gesture of good faith I am sending you some be our guests to use on your next visit. This is not a solution to the problem but a way to apologize so that you may give us a second chance. If all possible I would like to meet you next time you come in, please ask for me.

Thank you so much,

Bobby Willis
General Manager
512-329-000