### **Poor Customer Service Follow-up Email Template**

*Subject line: Your Most Recent Customer Experience at [Name of Company]*

*Dear \_\_\_\_,*

*Thanks for taking the time to let us know about your most recent customer service experience.*

*We sincerely apologize for the experience you had and hope you give us another chance to earn your business.*

*When customers provide feedback on [specific customer service area, like in-store interactions, or conversations over the phone], we research what happened and use what we’ve learned to provide better quality service.*

*We’d like to offer you [your specific offer, like coupons, vouchers, gift cards] as an incentive to give us another chance at earning your business.*

*We hope to see you again soon.*

*[Customer Service Manager Name]*

*[Phone Number]*