

September 22, 2016

Dunkin' Donuts

Dear Sir,

Thank you for taking the time to contact us about your experience at the Dunkin' Donuts restaurant in Houlton, ME. I am sorry that you had a bad experience and we will alert the independent franchise owner and our field operations team to let them know what happened. I have requested that the franchisee get in touch with you to learn more about your experience and to try to address the situation. We have very high standards for guest satisfaction and I am sorry that the restaurant let you down. I hope you'll give Dunkin' Donuts another chance and come back again soon.

Thanks again for taking time out of your day to let us know.

Emily Support Center Coordinator