



January 19, 2011

Mr. Mark Sicat

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~~XXXXXXXXXXXX~~

Dear Mr. Sicat,

Thank you for taking the time to contact Burger King Corporation. As a valued consumer, your comments and observations are very important to us.

Your letter pointed out some areas in which the restaurant you visited could improve. Certainly, the rude behavior you described is unacceptable. I apologize for these actions and promise that your comments have been forwarded to the appropriate management team responsible for this restaurant.

Thank you for bringing this matter to our attention. We greatly value information from our customers regarding their experiences at our restaurants. I hope your next visit will give us another opportunity to provide you with an enjoyable dining experience.

Sincerely,

Stephanie

Stephanie
Consumer Relations Representative