
Apology Letter For Mistake at Work

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Sarah Thompson

Sales Manager

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Dear Sarah,

I hope this message finds you well. I am writing to sincerely apologize for the mistake I made regarding the order processing for the Smithson account. I understand that this error has caused delays in delivery and inconvenience for our client, and I deeply regret any disruption it has caused to the team and the company.

Upon reflection, I realize that the mistake occurred because I failed to verify the shipping details before finalizing the order. I take full responsibility for this oversight and

assure you that I am committed to learning from this experience to prevent such errors in the future.

To rectify the situation, I have already contacted the Smithson account to inform them of the corrected shipping details and expedited their order. Additionally, I am implementing a new process where I will double-check all order details with a colleague before final submission. My goal is to ensure that my work meets the high standards expected at BrightStar Electronics.

I am truly sorry for any inconvenience and frustration this mistake may have caused. I appreciate your understanding and patience as I work to make things right. Please feel free to let me know if there is anything more I can do to address this situation.

Thank you for your attention to this matter and for giving me the opportunity to improve. I value your feedback and am dedicated to making sure this does not happen again.

Sincerely,

Michael Johnson

Sales Associate

BrightStar Electronics