More stories at WordBlanks.com

BA Mad Lib

1. Full Name Of A Person _____
2. Location _____
3. Date _____
4. Service Or Product _____
5. Adjective _____
6. Adjective _____
7. Noun _____
8. Supplier We Are Blaming _____
9. Ec Status _____
10. Location _____
11. Date _____

BA Mad Lib

Dear _____Full Name of a Person_____

Thanks for getting in touch with us about your flight to _____Location_____ on _____Date_____ . I apologise for the delay in our response. I'm sorry to learn that you were unhappy with _____Service or Product_____. I'm also concerned to learn that your flight was _____Adjective_____. I can understand how frustrating this must have been for you, especially as this is not the first time you had experienced this. I absolutely agree this isn't what you'd expect from us, especially on a _____Adjective_____ flight. I do apologise for the inconvenience caused.

We've made improvements to our environment which included spending more on _____Noun_____ . We've also set up new performance-based contracts with _____Supplier we are blaming_____ , which helps us maintain our usual high standards.

We've also looked into our own processes to make sure the problems that are reported are dealt with as quickly as possible. We're grateful you've taken the time to tell us what happened, as it's only through receiving your comments we know where to focus our attention. I've sent the details of your complaint to our Customer Experience team and they'll definitely value your insight.

We know there's still more work to be done in this area, but I know you'll see positive changes very soon. We appreciate your support as a _____EC Status_____ member of our Executive Club. I hope you enjoy your flight with us to _____Location_____ on _____Date_____. Please feel free to contact me directly using the blue link below if I can help you with anything else.

©2026 WordBlanks.com · All Rights Reserved.