Apology email for a rude customer service agent

Hi Blake,

I want to apologize for my colleague’s behavior in your call yesterday. Our team tries to offer high-quality customer service, but we failed this time. You were right to be angry and I’m very sorry.

After talking with him, I realize his dismissive attitude was likely caused by his inexperience with handling complex issues. I take my share of responsibility for not preparing him properly on this front. Here at Acme, we believe in growth and second chances, so I’ll work with my team on providing better training and coaching.

Regarding your issue, my other colleague told me he was able to resolve it for you. Should you need anything else, I’d be happy to help you.

As an additional apology, here’s a {$15 Amazon coupon}.

Thank you for your patience.

Lily