Dear Mr. Wallace,

Words cannot express how sorry I am for mixing up the tickets to Mr. Brown and Mrs. Carpenter. My mistake caused many problems for you and the other supervisors. It was such a careless misstep that never should have happened. I apologize for all of the problems, and I hope to be able to atone for my mistake.

One of the most important aspects of our job is to be vigilant and ensure that the tickets go to the right person. My attention faltered, causing me to do something that turned into a much bigger problem. As soon as I realized the mistake, I talked with a supervisor to see how I could take action to fix it. I have tried my best to solve the problem.

I also will make sure in the future never to repeat this error. I will be extra cautious when mailing the tickets. I will also not let my attention wander again, so that I will not have another careless mistake on my record. I really love my job here at the Playhouse, and I want to continue working here. Although I cannot take back my actions, I hope that this letter and my retributions will help to fix the problems I have caused.

Sincerely,

Francine Lewis