Date: [DD/MM/YYYY]

Dear Ms. Mary,

I am writing this letter to apologize on behalf of myself and my department for not being able to meet the sales target of last month, i.e., January, 20XX.

Being a sales manager, I have always tried that my whole team works collectively to give maximum output. This is the reason why we have always reached, and even sometimes exceeded, sales targets, since I have joined as a manager. However, last month was an exception, for which I am extremely remorseful.

I was on holiday after Christmas, and I got infected with a severe viral infection. Doctors were unable to figure out why I was not improving even after 10 days. I was hospitalized for more than 20 days. I had to extend my holidays as well.

Meanwhile, my assistant manager had a family emergency, and he left the job after Christmas, even without completing the notice period. These two factors impacted my whole department. My team members were confused about many aspects and were unable to get the signatures and guidance due to the absence of both their managers. Resultantly, the sales level fell to a great extent and impacted the company’s income.

I highly apologize for what has happened, but the situation was not in my control. I was on sedatives, so could not even help remotely. However, now I am back and have hired my assistant as well. I ensure you that the company will not have to suffer again because of my department.

I hope you will consider our past performances and accept our apology. Thank you.

Regards,

Steven Smith.