

Imagine that you stayed at a hotel for your wedding anniversary but had a very bad experience. Write a letter of complaint to the manager of the hotel explaining why you were dissatisfied and what you would like them to do about the situation. Your letter should include the following points:

- the dates between which you stayed at the hotel
- details of the bad experience you had with the cleaning service
- details of your complaints about the room you stayed in
- what you would like the hotel to do about it

WRITE your letter in about 200 words

.....
Dear Sir/Madam,

I am writing to express my strong dissatisfaction with your hotel which I unfortunately chose to spend my tenth wedding anniversary.

To begin with, although we had initially booked a room for five nights from Monday 3 June until Friday 7 June when we checked in we found out that the place was available only until Thursday so we were forced to cut our trip short. To make matters worse, throughout the four-day period we had no replacement for our bed sheets and towels despite our asking for it after the second day. Another unfortunate event was the view of the room. The central window overlooked a busy city street; nothing like the idyllic view of the pool advertised on your website.

It is more than obvious that our anniversary was spoilt due to your low quality services and false advertising promises. We feel that we are entitled to a partial compensation for all this inconvenience. We would either expect a monetary refund or a generous discount for our Christmas holidays.

I hope that we can solve this matter amicably and that you will live up to the standards of your reputation.

Yours faithfully,

Tom Brown

Imagine that you stayed at a hotel for your wedding anniversary but had a very bad experience. Write a letter of complaint to the manager of the hotel explaining why you were dissatisfied and what you would like them to do about the situation. Your letter should include the following points:

- **1)** the dates between which you stayed at the hotel
- **2)** details of the bad experience you had with the cleaning service
- **3)** details of your complaints about the room you stayed in
- **4)** what you would like the hotel to do about it

WRITE your letter in about 200 words

Dear Sir/Madam,

Opening §: State the purpose clearly.

I am writing to express my strong dissatisfaction with your hotel which I unfortunately chose to spend my tenth wedding anniversary.

To begin with, although we had initially booked a room for five nights **(1)** from Monday 3 June until Friday 7 June when we checked in we found out that the place was available only until Thursday so we were forced to cut our trip short. To make matters worse, throughout the four-day period we **(2)** had no replacement for our bed sheets and towels despite our asking for it after the second day. Another unfortunate event was **(3)** the view of the room. The central window overlooked a busy city street; nothing like the idyllic view of the pool advertised on your website.

It is more than obvious that our anniversary was spoilt due to your low quality services and false advertising promises. We feel that we are entitled to a **(4)** partial compensation for all this inconvenience. We would either expect a monetary refund or a generous discount for our Christmas holidays.

Closing §: Repeat you expect to happen.

I hope that we can solve this matter amicably and that you will live up to the standards of your reputation.

Yours faithfully,

Tom Brown