

Homework: formal letter; letter of complain;

13 Lucky road
1313 Goodtown

Monday, 13 March

Hotel Drake
hotel manager
1313 Bad street
31313 New York

Dear Sir or Madam

I have a problem and I believe that we can solve it, because it would be in yours and mine interest to do so. Here is what I have to say;

Because of my company's pending meeting with our most crucial business partners, I have to take care for their pleasant staying here in New York. Because of your reputation and well known fact, that you are above all, I picked your hotel for our clients. But I never live anything open, so I had to check it myself. And I am glad that I did. I decided to spend a night in your hotel. That was on 1.3. And there were two things that really annoyed me. And I am almost sure that my company will not use your hotel.

First thing was room service. The man, who I ordered to bring me a beer, needed almost an hour to do that. When he finally brought me the drink, he was extremely rude and at the end he almost slapped the door in my face. I think that a classy hotel like yours should not afford this kind of slips. I would suggest that you fire that member of staff, because he is bad for hotel's reputation.

Second problem is that I could not sleep almost the whole night. The people next door in an apartment 8.129 were extremely loud, not just that, they were yelling in the middle of the night and they did not calm down not even when your staff came to calm them down. It is through that your employees did not try to hard, it seemed like they do not care. That is one more slip of your staff. I would remind you here, that you should spend more time finding better people for important places in hotel, and important they really are. I also do not like that you give a room to anybody who shows you money and it looks like you do not try to see what can happen if people like those I mentioned before come in the Drake hotel.

Well, these were my problems. I hope that you will not throw away this letter until you change the tings that are really annoying in your hotel. Otherwise I enjoy staying there and I would love to come back again and spend few peaceful moments.

Thank you for your co-operation,

Yours faithfully

John Wayne