

My name is ABC.

I am writing this letter following my stay at your hotel, Hotel PQR, last week.

This letter is in regard to the poor level of customer service with high customer dissatisfaction.

I opted for your property after checking your website which portrays a completely different picture, as compared to reality. You claim to provide a lot many facilities which is not even available on your best rooms – the super deluxe ones.

Right from the time of check-in, my experience had been the worst ever. I understand that the way to the resort from the main road cannot be your responsibility, but the way from the entrance at the main gate till the reception is much worse than the road outside. The car tyres get stuck into the wet soft mud that you have laid. I actually could not understand if that is for the beautification as per you people, or is that your lack of maintenance.

There was nobody to welcome at the reception. It took 10 minutes for a room service boy to address us and another 15 minutes to call the receptionist. And to the height of irresponsibility, the receptionist is unaware of the booking details, and the service boy took the baggage to the room without even informing us for the same.

The room service has never attended on any of our calls either for the tea, meals or cleaning up the rooms. The bathrooms and toilets were not cleaned before the check-in and I had to drag the person along with me after calling for the service some 10 times. Power-cuts another havoc. I didn't even dream of facing electricity cut-off in such a 3 star claiming property. You have got electrical appliances which either wouldn't work or there would be no electricity to operate.

I will definitely take up these issues, and will make sure that your property does not even get a single star.

Sincerely