Hotel Complaint Letter

Dear [Hotel Manager Name],

My family and I had the misfortune of staying at your hotel from [check in date] to [check out date] in room number [804]. During our stay, we encountered a number of unsatisfactory service levels that I think you should know of and hopefully do something about.

First, it took more than an hour to check us in even though we had a confirmed reservation. Why it took so long is beyond my comprehension. When I asked the reception staff about the reason of the delay, they said it was because the previous guest checked out late! Well that is not my problem.

Second, when we entered the room the beds were not properly done, our mini-bar was empty, and the bathrooms were still dirty. I wonder what do the housecleaning people at your hotel do exactly to prepare the room for the next guest? Do they have a checklist or do they just randomly go through stuff?

[Other complaints go here]

I hope you agree with me that this type of service is completely unacceptable at so many levels. It is not the kind of treatment I would have expected from a five star hotel of your state and caliber. I am very disappointed from this bitter experience.

I would like to hear your thoughts about my complaint and the steps that you are willing to take to prevent such incidents in the future.

Regards

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