

Complaint Letter Sample: Rude Hotel Staff Behavior

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

To:

The Manager
[Hotel Name]
[Hotel Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Rude Behavior of Hotel Staff

Dear Sir/Madam,

I am writing to formally bring to your attention my dissatisfaction regarding the unprofessional and rude behavior displayed by a member of your staff during my recent stay at [Hotel Name] from [Check-in Date] to [Check-out Date].

On [Date/Time of Incident], I had an unpleasant encounter with [Staff Member's Name or Description of Position, if unknown]. The staff member was discourteous when I approached them with a simple request regarding [briefly explain the request or situation, e.g., room service, check-in process, cleaning services]. Rather than assisting me politely, they responded with [describe inappropriate behavior, e.g., impatience, raised voice, dismissive remarks], which made me feel unwelcome and uncomfortable.

As a guest, I expect a certain level of professionalism and courtesy when staying at an establishment of your reputation. Unfortunately, this experience not only tarnished my impression of your hotel but also significantly affected the overall quality of my stay.

I kindly request that you look into this matter and take appropriate action to ensure that similar behavior does not occur in the future. I trust that you will provide your staff with the necessary training to improve customer service and uphold the high standards expected by your guests.

I appreciate your immediate attention to this matter and look forward to receiving a response regarding the steps you intend to take to address my concerns.

Sincerely,
[Your Name]