

Letter Template: Complaint for Repeated Poor Service at Hotel

A **letter of complaint for repeated poor service at a hotel** is a formal document written by a guest to highlight ongoing issues experienced during their stay, such as inadequate room cleanliness, unresponsive staff, or delays in service. The letter typically details specific incidents and requests corrective action or compensation.

Letter Template

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
Manager
[Hotel Name]
[Hotel Address]
[City, State, ZIP Code]
Subject: Repeated Poor Service During My Stay
Dear [Manager's Name],
I am writing to formally express my concern regarding the repeated poor service I have experienced during my recent stays at [Hotel Name]. Despite being a loyal guest, I have encountered several issues that have significantly impacted my experience.
Firstly, on several occasions, the cleanliness of my room was below expected standards. For example, during my last two visits, I found the bedding unchanged and the bathroom not properly cleaned.
Secondly, I experienced unresponsiveness from your staff when I requested amenities and assistance. I had to make multiple calls before my requests were addressed, with long delays.
These recurring issues have been disappointing and do not reflect the quality of service I expect from [Hotel Name]. I urge you to take appropriate action to improve service standards.
I look forward to your prompt response regarding how you intend to address these issues. I would appreciate any appropriate compensation or consideration for the inconvenience I have experienced.
Sincerely,
[Your Name]

Example Letter

Jane Doe
123 Main Street
Springfield, IL 62704
janedoe@email.com
(555) 123-4567
June 15, 2024
Manager
Sunrise Grand Hotel
456 Ocean Avenue
Springfield, IL 62704
Subject: Repeated Poor Service During My Stay
Dear Sir or Madam,
I am writing to express my disappointment with the repeated poor service during my stays at your hotel. On multiple occasions, my room was not cleaned properly, and staff were unresponsive to my requests.
I urge you to address these issues as soon as possible to improve your service for future guests, and I kindly request compensation for the inconvenience endured.
Sincerely,
Jane Doe