

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

[Manager's Name]
[Hotel Name]
[Hotel Address]
[City, State, ZIP Code]

Dear [Manager's Name],

I am writing to formally submit a complaint regarding the behavior of certain staff members during my recent stay at your hotel from [check-in date] to [check-out date]. Unfortunately, my experience was tainted by several instances of rude and unprofessional conduct exhibited by the staff, which led to considerable discomfort and dissatisfaction.

On [specific date/time], I encountered [describe incident: staff member's name or role, if available, and what occurred]. The staff member's tone was dismissive and disrespectful, and my requests for assistance were met with impatience and reluctance. Additionally, on [another date/time/situation if applicable], [describe second incident].

Such behavior is unacceptable and does not reflect the level of customer service that guests expect from an establishment of your reputation. These experiences negatively impacted my stay and have caused me to reconsider staying at your hotel in the future, as well as recommending it to others.

I kindly request that you address these matters promptly and implement appropriate measures to ensure that your staff upholds a higher standard of professionalism, respect, and helpfulness towards all guests. I believe that addressing these concerns will greatly improve the quality of service and overall guest satisfaction in the future.

Thank you for your immediate attention to this important matter. I look forward to your response regarding the actions taken to resolve this issue.

Sincerely,
[Your Name]