

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

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

Dear [Manager's Name],

I am writing to formally express my dissatisfaction following my recent stay at [Hotel Name] from [Check-in Date] to [Check-out Date]. While I generally look forward to staying at your hotel, I was extremely disappointed by the unprofessional and rude behavior displayed by some members of your staff during my visit.

On [specific date(s) and time(s)], I encountered the following incidents:

- At the front desk, [staff member's name/description], responded to my questions with an unfriendly tone and refused to provide assistance when I inquired about [specific issue/request].
- During breakfast service, another staff member was visibly impatient and made dismissive remarks regarding my dietary requests.

Such behavior created an unwelcoming atmosphere and significantly impacted my overall experience. As a guest, I expect a certain standard of courtesy and helpfulness, which was unfortunately not met during my stay. Good customer service is the hallmark of any reputable hotel, and I believe that staff training in this area is essential for maintaining your establishment's reputation.

I request that you look into this matter and take appropriate action to address the issues I have described. I hope you will take steps to ensure that all guests are treated with the professionalism and respect they deserve in the future. I look forward to receiving your response and learning about the actions you intend to take.

Sincerely,  
[Your Name]