

Sample Complaint Letter: Late Room Service in Hotel

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

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

Dear Sir/Madam,

I am writing to formally express my dissatisfaction regarding the late room service I experienced during my recent stay at your hotel from [Check-in Date] to [Check-out Date], in room [Room Number].

On [specific date/time], I requested room service for [specific request, e.g., dinner]. Unfortunately, my order was delayed by over [duration], despite my repeated follow-ups with the reception staff. This unacceptable delay caused me great inconvenience, as I had scheduled meetings to attend and was relying on the prompt service that your hotel promises.

Timely and efficient room service is a fundamental aspect of quality customer care, which I expected when booking my stay with [Hotel Name]. Regrettably, the delayed response fell short of these standards and left me extremely disappointed.

I kindly request your immediate attention to this matter. I also seek a suitable explanation and appropriate resolution or compensation for the inconvenience caused. I hope that the necessary measures will be taken to prevent such incidents in the future, ensuring the maintenance of your hotel's reputable standards.

Thank you for your prompt response to this complaint. I look forward to hearing from you soon.

Sincerely,
[Your Name]