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Complaint letter examples hotel

Name of Hotel ManagerName of HotelAddress of HotelMy family and I recently stayed at your beautiful hotel on the Lake Erie shoreline. I was excited for our trip, but our room was not as it has been in the past. Dear [Hotel Manager Name], My family and I had the misfortune of staying at your hotel from [check in date] to [check out date] in room number [804]. During our stay, we encountered a number of unsatisfactory service levels that I think you should know of and hopefully do something about. First, it took more than an hour to check us in even though we had a confirmed reservation. Why it took so long is beyond my comprehension. When I asked the reception staff about the reason of the delay, they said it was because the previous guest checked out late! Well that is not my problem. Second, when we entered the room the beds were not properly done, our mini-bar was empty, and the bathrooms were still dirty. I wonder what do the housecleaning people at your hotel do exactly to prepare the room for the next guest? Do they have a checklist or do they just randomly go through stuff? [Other complaints go here] I hope you agree with me that this type of service is completely unacceptable at so many levels. It is not the kind of treatment I would have expected from a five star hotel of your state and caliber. I am very disappointed from this bitter experience. I would like to hear your thoughts about my complaint and the steps that you are willing to take to prevent such incidents in the future. Regards Template letter for personal use only © Free Sample Letter Dear Mr./Mrs (name), My (husband/friend etc) and I were recently guests at the (name of the hotel) for (2 weeks etc.) during our trip around (the world etc.) (for/during our honeymoon). We were highly recommended the (Beach Side) Hotel by friends who had stayed there last year on their honeymoon. We also did our own research before deciding where to stay and your website is beautifully presented with wonderful photos of the (resort/hotel) and there are several positive reviews on the web which helped us make our final choice and decision. We felt confident that in choosing a hotel which came highly praised from our close friends as well as winning us over via your website and it's reviews online, was sure to be the vacation we were hoping for. We were reassured at the time of booking that we were to be in one of the newly renovated rooms on the quiet side of the hotel. Upon Check-In, we were told that due to an unexpected over booking, we had to be moved to another room, room number (304) and that should something free up during our stay that we would be able to move if we wished. The room was certainly one of the older, un-renovated rooms located (details of orientation in the building) which meant that we heard (details of what was so noisy) until all hours of the night including (more details of noise disturbance). The room itself was also really quite dirty and seemed to have been perhaps unused for quite some time; there was a constant damp and mould like smell in the room that gave my wife a headache after the first night. We complained and were assured that we would be moved into another room but each day went by with no rooms available for us and we ended up staying in the same room for the rest of our stay. The entire experience ruined our entire vacation/honeymoon and we will never be going back to your hotel or recommending it to any of our friends. The room was not at all what we booked and had we have known the state of both the room and the level of noise outside our windows we would have never chosen to stay at your hotel. We would like a refund for our total stay. We feel that we were completely miss-led via your website, booking process and the very positive feedback that we had received from our friends. Awaiting your prompt reply, (name + signature) Did you recently have an unpleasant stay at a hotel? If so, a complaint letter might be worth the effort. In some cases, you will receive coupons / vouchers for a future trip, or possibly a refund. It lets the staff know what happened, allows them the opportunity to apologize, and can be helpful for a hotel manager. These sample complaint letters can assist you in writing your own note. Always be truthful in your letter. If possible, type the letter using business letter format. If you've forgotten, read "How to Write a Business Letter." You will address the letter to the hotel manager. You can also send a copy to the corporate office. Sample Hotel Complaint Letter Regarding Cleanliness Dear Mr. Smith, My family and I recently took a vacation to San Antonio. We chose to stay at the (hotel name) located at (hotel address). We stayed there from Friday, May 14th to Tuesday, May 18th. I have enclosed a copy of our receipt. We picked your hotel because of the location, and some positive reviews I had read online. We had a great vacation and enjoyed visiting the Alamo, Sea World and other sites. We liked the restaurant at your hotel, and the location was perfect. However, we were very disappointed in the cleanliness of our room. We found hair on the bathroom floor when we arrived. In addition, the floor had crumbs and needed to be vacuumed. On our second day, when we returned, we noticed that the beds had not been made, and cleaning staff had not visited. I did call the lobby desk and ask, and they said they were understaffed and unable to do it on that day. While I do understand that low staff can cause issues, we did pay for full service. Therefore, since our room was not cleaned, we would like a partial refund. You may discuss this further with me at any time at (806) 443-2342. Or, feel free to email me at I look forward to hearing from you. Sincerely, Valerie Vacationy Sample Hotel Complaint Letter Regarding Poor Service Dear Mr. Cantu, My husband and I recently got married and stayed at (hotel name) on our way back from our honeymoon. We were traveling from Niagra Falls. In the past, I have had positive experiences when staying at (hotel name chain), however, this time we had an unpleasant experience. When we got to our room, we noticed that the air conditioner was not properly cooling the room. We called the front desk staff. She was very impolite and said, "We'll get to it when we can." We never had anyone check it out, and were not offered a new room. We were very hot, but managed to sleep okay. Also, we were very disappointed in the breakfast the next morning. The bacon was very greasy and cold. There was no sugar for the coffee. I am writing you this letter, Mr. Cantu, to let you know of the poor service at your hotel. I am giving you a chance to provide a refund. I would like to hear your side of the story, and allow a chance for you to comment, before posting a review online. I have enclosed a copy of our receipt. You may call me at (342)456-4345, or email me at Thank-you. Respectfully, Natallie Newlywed While complaint letters are not fun to write, they can help improve the outcome of a negative experience. Good Luck! complaint letter to hotel manager examples. response to hotel guest complaint letter examples. response to hotel customer complaint letter examples

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