

## **Complaint Letter**

123 University Drive  
Calgary, AB T2N 4L4

March 20, 2018

Mr. Liam A. Smith  
Luxury Hotel  
456 Pender Street  
Vancouver, BC P1A 4T4

Dear Mr. Smith:

I visited your hotel exactly one week ago on March 13, 2018 for a business meeting hosted at the hotel. As a loyal guest at your property, I have always enjoyed the great customer service and the complimentary room upgrades.

When I checked in last Tuesday, the front desk agent informed me that I was not upgraded to my usual room in the conference building. However, my colleague Patricia Lay who checked in at the same time, was upgraded to a deluxe room by the conference area. The next morning, I was late for the meeting since I was placed in an unfamiliar building of the hotel and missed the first 15 minutes of my meeting with clients.

While I understand mistakes happen, I am shocked that your hotel does not treat loyal guests the way they deserve. As a result, I am writing to you to request a refund for the stay due to this incident. Please contact me at (403) 123-4567 to discuss this issue further.

Thank you for your attention.

Regards,

*Yingying Wu* [signature]

Yingying Wu

## **Bad News Letter**

456 Pender Street  
Vancouver, BC P1A 4T4

March 20, 2018

Yingying Wu  
123 University Drive  
Calgary, AB T2N 4L4

Dear Ms. Wu:

Thank you for bringing this to our attention. We are sorry to hear about your most recent visit with us.

After some research, it appeared that on March 13th, the hotel was fully booked. All of the upgraded rooms were occupied by a wedding party. The deluxe room that Ms. Lay occupied was also a paid upgrade requested a month ago. As a result, on the morning of March 13th, when complimentary upgrades were normally assigned to our loyal guests, there was no inventory left.

We value your business as a loyal guest and apologize for the misunderstanding. As the incident happened outside of our control, we regret to inform you that we are unable to take care of the bill.

Our hotel mission statement is to provide every guest a rejuvenating stay. As such, we would like to offer you a complimentary breakfast voucher for your next stay.

If you have any more questions, please contact us at (604) 987-6543 or at [luxuryhotel.com](http://luxuryhotel.com).

We look forward to welcoming you back.

Sincerely,

*Liam Smith* [signature]

Liam Smith