The hotel management,

Luxury Hotel,

Gulshan e hadeed, Karachi, Pakistan

Dear Sir,

It wasn’t happen first time that our bank organized workshop in your hotel, it has be happen since several years. But we had very bad experience in workshop organized last week for two days.

It was two days’ workshop organized by our bank, people who attend workshop not only includes local staff but also staff from other location, and also some clients or partners due to your poor services our goodwill got damaged. The event were faced so many problems throughout the workshop in two days that includes unavailability of necessary equipment or they didn’t work properly, lunch on second say was one hour late, coffee and tea were cold on the first morning not even this your staff was rudely spoke with me and also one of our participant who after that complained bitterly to me.

After having this experience bank has decided not to pay full fee to you, and deduct from fee compensation for the loss bearded by the bank.

Our bank has been a loyal customer of yours and we want to continue having good business relations with you. Therefore, we highly encourage you to improve upon your services. Hope to see a positive change by our next visit.

With best regards,

Islam bank pvt. ltd.

Manager,

Mr.ahtesham.

Signature\_