

(MrJin 原创) 小作文 10 ——投诉信 (酒店服务)

Directions: Suppose you had an awful stay at the Filton Airport Hotel. Write an email to the customer service center to

- (1) make a complaint, and
- (2) demand compensation.

You should write about 100 words on the ANSWER SHEET.

Do not use your own name. Use "Li Ming" instead.

Do not write your address. (10 points)

Dear Sir or Madam,

Maybe you will never **know** how angry I am **at this moment**. Anyway, **as one of your regular customer**, I'm writing this letter to express my strongest disappointment **at the quality of your service**.

In fact, your hotel has always been **a reliable one** in my eyes. However, when I checked in last Sunday afternoon, I was not appropriately received by the receptionists in the lobby. I asked them to arrange a room for me, but they simply let me wait for almost an hour. So I feel very upset with the poor performance of your staff.

I therefore here request a full compensation and it is my sincere hope that you could take immediate actions to improve your service. Looking forward to your reply **within shortest time**.

(129 words)

Yours sincerely,

Li Ming

亲爱的先生/女士,

也许你还不知道此刻我有多么地气愤。作为你们的常客,我写这封信是想对你们的服务质量表达最强烈的不满。

事实上,在我眼中你们一直都是一家非常靠谱的酒店。然而,上个周日下午我在办理入住时,前台人员并没有很好地接待我。我让他们帮我安排一个房间,但是他们却让我等了将近一个小时。对于您的员工的表现,我真的非常失望。

因此,我在这里向您提出全额赔偿,并且我希望你们能尽快采取行动来改善你们的服务质量。期待您尽早给我回复。

您诚挚地,

李明

完全放飞版 (供基础好的同学参考)

Dear Sir or Madam,

It's such a misfortune for my family and I to stay at your hotel last Sunday in room 708. During our stay, we encountered a number of service problems.

First, it took more than an hour to check us in even though we had a confirmed reservation. Second, when we entered the room, the beds were not properly done, and the bathrooms were still dirty. I just wonder what do the housecleaning people at your hotel do exactly to prepare the room for the next guest?

I hope you agree with me that this type of service is completely unacceptable. It is not the kind of treatment I would have expected from a five star hotel. Therefore, I want to request a full compensation and I would like to hear what steps you would take to prevent such incidents in the future. (142 words)

Yours sincerely,
Li Ming

亲爱的先生/女士,

对于我和我的家庭来说,上周日住在你们酒店的708房间实在是太不幸了。在整个入住期间,我们遇到了一系列服务问题。

首先,在我们明明已经预定的情况下,还是花了一个多小时才办理好入住。其次,当我们进到房间时,床还没有铺好,卫生间也是脏的。我很好奇,在下一位客人到来之前,保洁人员到底做了哪些准备工作?

我希望你也能认同我的观点,你们的服务真的是让人无法接受。对于我来说,这可不是一个五星级酒店该有的服务。因此,我现在要求全额赔偿,并且我想知道你们会采取哪些措施防止以后再发生此类事情。

您诚挚地,
李明