

Situation: You are Joey Chan, a secretary working at Bob's Bowling, a place which offers people party rooms with bowling lanes. Read the following information and complete the task assigned to you by your boss, Ray Lee. (Task Completion: 10 Marks)

Email from Ray Lee

Dear Joey,

I am sure by now you have read the not-very-friendly letter to the editor from some Ms Kwok I forwarded to you this morning. We've worked here for long enough to know that this is not the way we treat customers. I've gather up some information regarding the situation. Could you just help me to compile it into a letter to the editor to respond to that letter? I want you to explain the reason why our staff responded in the way they did during the event. Oh! And also include what we will offer to our angry customer. Just make sure you remain polite in the letter. Thank you.

Best,
Ray Lee

Letter to the editor by Ms Iris Kwok

Dear Editor,

I am writing to complain about the terrible service I experienced at Bob's Bowling. I went in on 5th Feb expecting a great time, but their horrible attitude and policies made my time the exact opposite of that.

First, my friends and I wanted to enjoy a hot pot during our bowling session, but their staff kept coming in and told us that we could not use our stove. They kept interrupting my party trying to tell me not to do something I was clearly entitled to do. At the end, their manager even came to confiscate my stove!

Second, I must call them out on the poor quality of their equipment. My kids were bowling, and the machine would break every other shot. It was such a nuisance! Then I decided to play myself and I realized that the bowling floor was sloped instead of perfectly flat! How am I, a bowling master meant to hit my strikes!

Finally, I went in at 19:00, and was kicked out 45 minutes early from my 2 hour and 30 minutes session. What a waste of my money! Please, do yourself a favour and never spend your time at this terrible bowling lane.

Yours faithfully,
Iris Kwok

Chat with Jacky

Ray: Hey Jacky I know you are on an off day so sorry to bother you, but do you remember what happened on the 5th, regarding some customer called Iris?

Jacky: Oh its her... what a nightmare it was. She arrived like 30 minutes late, I think you can find a record of that on the room usage record sheet.

Ray: Yes I am looking at it right now.

Jacky: She also brought a gas stove with her, said she wanted to enjoy some hotpot. Of course, there is no way we permit naked flame cooking appliances in our rooms. She kept using it when the attendant Ron kept telling them not to. Ron had no choice but to get me down there to confiscate it myself.

Ray: Yeah, we would break the law if we did, we are registered with a clubhouse license, I'll need to find the regulations regarding that.

Fire hazard regulations for indoor premises

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Section 37(F) Clubhouses

Any indoor premises with the clubhouse license must abide to the following fire prevention regulations.

Fire exits must be marked clearly and be at least 2m in width.

All rooms must have signage to point to the nearest fire exit.

Fire extinguishers must be available within 20m in all parts of the premise.

No appliances which can produce naked flames can be used.

Doors to stairways used for escaping must be smoke-proof.

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Room usage record for 5th Feb

<i>Session Time</i> *	Entering Time (Leaving Time)	User
1200-1430	1159 (1423)	Michael Ng
1430-1700	1427 (1649)	Simon Cheung
1700-1900	Maintenance by bowling lane contractor BMF	
1900-2130	1931 (2114)	Iris Kwok
<i>Club closed at 21:45</i>		

**last 15 minutes of each session is used for cleaning.*

Maintenance reports from BMF

Date:	5-2-2024
BMF Staff:	William Fung
Maintenance Reason:	Regular checkup
Details:	
<ul style="list-style-type: none">- Bowling lane machine working in order- Lane surface is good condition- Reapplied bowling lane oil- Updated computer score counting system	
Date:	6-2-2024
BMF Staff:	William Fung
Maintenance Reason:	Received report of scratched floor and faulty bowling machine
Details:	
<ul style="list-style-type: none">- Lane surface is dented, probably due to bowling balls thrown from a high angle impacting with the surface.- Replaced the dented wooden floor tile with backup parts in the store room- Reapplied bowling oil to the new floor tile- Bowling lane machine working in order	

Note from Tommy, cleaner at Bob's Bowling

<p>Ray, I think you asked about what happened that night on the 5th. I was preparing to leave work after cleaning the last few rooms. The last room I had to clean was the one that Miss Kwok was using.</p> <p>Normally I let customers use the last 15 minutes if they didn't make too much of a mess, but her room was so messy. Plastic cups and plates were all over the place and they even spilled a bowl of hot soup (not sure how they managed to heat it up) onto the carpet floor! Needless to say I booted them out as soon as the clock turned 21:30. It says clearly on the booking form that the last 15 minutes are reserved for cleaning, so I think I was within reason to ask them to leave (also because we are closing at 21:30).</p> <p>Still, it took me half an hour to clean everything up afterwards.</p>
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Message with Security Officer Jeff Chong

Jeff: Hey Ray, I've been watching the CCTV tape during the night of the 5th and I think I found out why the machine kept breaking.

Ray: Yes?

Jeff: So the kids were recklessly throwing many balls at once, before the machine had time to fully reset itself between each shot. As a result, the machine broke down when an incoming ball hit the arm of the pin placer while it was placing a pin. Of course, the parents did not stop the kids from doing that.

I tested doing exactly this today and it froze the pin placer and I had to manually reset it myself. When the adults were playing there were no such issues, probably because they knew how a bowling machine works.

Ray: At least the machine is still intact from what I am seeing in the reports, I'll make sure the public knows this. I feel bad for Ron who had to reset the machine so frequently that night.

Email from PR representative Claire Leung

Dear Joey,

I just talked with Ray just then. We talked about some compensation for Miss Kwok for her "misfortunes" at our place. Despite all the unreasonable claims she made, it still doesn't look good on us if we just bash her for it. So we have decided to refund her the booking fee and mailed her a 40% off voucher when she comes for the next time. Perhaps phrase it like "to compensate for the disturbance caused by our attendant regarding the stove issues" to make it sound more plausible.

Best regards,
Claire