

18 February 2020

1404 Biscuit Drive  
Austin, TX, 78754

James Allen  
La Quinta San Antonio  
303 Blum Street  
San Antonio, TX, 78205

Dear Mr. Allen:

I am writing to register a complaint about my experience at your hotel on February 15, 2020. The service was minimal, and the room was not up to standard. I would also like to request compensation for the unsatisfactory stay with your lodging service.

On February 15, my family and I arrived at La Quinta at 3:00 p.m., ready to check in, yet we had to wait 15 minutes until the valet came to park our car. We had been driving a long way from Austin, so at that point we were exhausted. However, we did not receive any apology for the lateness of the staff.

Regarding the room, we booked the King Suite on your website, yet somehow the reservation got mixed up, so we ended up staying in a smaller King Room. However, at the end of the holiday, we found out that the hotel charged us the same as the King Suite. Additionally, the key card to our room did not work 50% of the time; therefore, we had to waste our time running up and down to the receptionist to get it temporarily fixed several times. We stayed at La Quinta for 3 nights, and at around 2 a.m. every night, the hotel staff made a lot of noise when they fixed the pumping system in the opposite room, which disrupted our sleep and left us tired for the whole holiday.

I would like to ask for a refund of \$150 for our 3 nights at La Quinta. My family has been a regular customer of La Quinta for 5 years, yet we had never encountered such an uncomfortable experience. I believe that these incidents were only honest mistakes, and I trust that La Quinta always tries to provide the best service. My contact number is 737-226-1111 if you need any further information. I am looking forward to hearing from you.

Sincerely,

Thi Huynh

6 May 2018

1404 Biscuit Drive  
Austin, TX, 78754

Mary Alexander  
11405 Cezanne Court  
Austin, TX, 78726

Dear Ms. Alexander:

Thank you for your feedback on one of our workshops titled "Becoming a Skillful Leader" on May 2, 2018. We are very sorry you were not satisfied with the experience provided by Austin Regional Training Company. We regret that we were not well-prepared and failed to meet your expectations.

Mr. Michael Hernandez is a highly recommended trainer, but that was the first time he gave a lecture with our company, and we want to offer our deepest apology for the unprofessionalism. Regarding the content of the workshop, "Becoming a Skillful Leader" is a sequence of two, one of which is the theoretical lecture, and the other is a practical session. The practical session with hand-on experience and activities is scheduled on May 14, 2018, delivered by Ms. Katy Anderson, CEO of H.E.B. We apologize for the misinformation of the sequence.

We would like to offer you and your employees access to the second session of "Becoming a Skillful Leader" on May 14, 2018 at Austin Regional Training Company free of charge as a compensation for your previous unsatisfactory experience. We value your feedback and will consider adjusting the content of the lecture to appropriately cater to the contemporary cross-cultural demands.

The satisfaction of customers is the main goal of our company. We really appreciate your feedback; therefore, please do not hesitate to contact us if you need any further assistance.

Best Regards,

Hooriya Sulaiman  
Director  
Austin Regional Training Company