

Great location miserable staff

The Park Hotel, New York, USA

11/19/2018

Just spent 4 nights in this hotel , a group of 14 friends. Hotel is in a great location and rooms are cleaned to good standard. The housekeeping staff are very helpful and friendly but the reception staff are miserable and rude (with the exception of Fred). They completely mixed up the booking and blamed everyone else but themselves for their incompetence. Everyone was charged a different rate if they experienced breakfast dining and they made no excuses for the different charges. We booked 2 triple rooms and 4 doubles and they took an extra \$160 dollars from my sisters account for a third bed which had already been paid for without letting her know . She discovered they had taken the payment from her account when she got back home and she now has to try and get the money back. The concierge staff are no better. They might know a lot about New York but they know very little about good customer service! Having said all that, we still had a great time. You just have to be very careful to check your bill before you leave!

Reviewer: Xin Liao