Vikram’s English Academy (ICSE)

**While on the business trip, you had to spend a week at a large hotel. However the poor facilities and the rude behaviour of the hotel staff made your stay very unpleasant. Write a letter to the manager of the hotel expressing your feeling of annoyance and suggesting what could be done to improve the standard of hotel.**

**Nishtha Luhadia (PPS)**

2503, D Wing

Mahindra Splendour

L.B.S. Marg

Bhandup (West)

Mumbai-400078.

8th November, 2016.

The Manager

Radisson Blu Plaza Hotel

Indira Gandhi International Airport

Delhi-110037.

Dear Sir,

I, Nishtha Luhadia, am writing this letter to make you aware of the unbelievably poor services and facilities that I received while my week long stay at the Radisson Blu Plaza Hotel (Delhi) from 23rd September, 2016 to 30th September, 2016 in room no. 402. This business trip of mine was quite disappointing and definitely not at par with the kind of expectations I have developed for a 5-star hotel. Hence, I found it inevitable to write to you.

During the business conference, the projector and sound equipments were found faulty which disrupted the agenda greatly. Moreover, the room service and housekeeping staff did not bother to turn up for the daily chores and I was forced to use the same bedspread for four days as none of my calls to the room service department was answered. Also, when they finally showed up, their behaviour was utterly rude. My room was not dusted at all and the laundry boys never reached my room either. Such an inconvenience is disrespectful and demeaning for someone who has had a long association with you and I would definitely think twice before making reservations in your hotel in future. To improve these conditions is of utmost importance. I would suggest that the facilities and the services you promise us are inspected thoroughly on a regular basis and your staff members are given proper training and thought the basic mannerisms that they should follow while treating guests.

I hope you would look into this matter at your earliest and take prompt action regarding the same.

Yours truly,

Nishtha Luhadia.