Nguyễn Văn Bin – 2151012001

Số thứ tự (trong lớp): 5

Bài Writing môn “ tiếng Anh nâng cao 8 – VTD203C – Nguyễn Thị Hạnh”

(sáng thứ 3 và sáng thứ 5. Bắt đầu ngày 21-11-2023)

Chủ đề lựa chọn:

**Writing 3: Letter asking for dealing with enquiries/ complaints – UNIT 6**

Ex5 (p.77)

Read the situation:

*“You recently stayed at a small hotel in the centre of Oxford in the UK. During the night you were woken up by some noisy people trying to climb a wall into the hotel courtyard. You went down to reception to tell a member of the hotel staff but no one was there. You are angry and upset that no staff were on duty during the night.”*

Hi, I’m Bin.

Recently, I have been stayed at Cathay hotel which is locate in district three of Ho Chi Minh city. I’m writing this letter to provide some feedbacks of one of your branch. Last Sunday morning, I have booked a premium room online to your hotel. Despondently, i came just right the time and the employee inform me that there are no room for me. I was so frustrated but he has suggest me another room smaller with similar facility. I accepted and not demand to refund, and guest what, the worse things just begin. In the first day, I call for the waiter many time but no one responded. the food they provide me is kinda ill, not fresh at all. The peek was that evening, I can not take the shower because the slow-flowing-water. There is no tomorrow for me at that hotel, I thought. In the morning, i checked out and write this letter right after I left. I hope that you – the manager should improve and recify by those feed back. This is my favorate hotel brand from my childhood, I can not stand because of those loose management. I will have another vacation in district three in about two month later. If this issue isn’t resolve, I may have to take this story to the top page of the internet.

Sincerely.