

Complete the letter of complaint with these words. There are four too many.

| | | | |
|----------------|-------------------|-----------------|-------------------|
| <i>bothers</i> | <i>complaints</i> | <i>customer</i> | <i>compulsory</i> |
| <i>faucet</i> | <i>faulty</i> | <i>fixed</i> | <i>free</i> |
| <i>guest</i> | <i>question</i> | <i>room</i> | <i>rest</i> |
| <i>service</i> | <i>sink</i> | <i>soundly</i> | <i>urge</i> |

Mr. Frank Smith
Manager
Sunrise Inn Hotel

Dear Mr. Smith,

I am a regular traveler and have been a loyal _____ of your hotel for many years because I appreciate the emphasis you place on the excellent service. However, recently a situation occurred in your hotel that has made me _____ my fidelity.

I stayed at your San Francisco establishment, room 203, from Monday, September 1, until Thursday, September 4. Throughout my stay, the towels were dirty and the bathroom taps were _____. To make matters worse, the guest in the next room made a lot of noise and received visitors until three in the morning. I complained to the Director of the reception, Mr. Bartlet, and asked to give me another room, but he replied that there were no _____ rooms. No hotel employee spoke to the _____ in the next room on my behalf. Despite my repeated _____, until the third day of my stay, the _____ was not repaired or towels changed. Because of the noise, I was unable to sleep _____ for two nights, and consequently my business meetings were much more tense than they should have been.

I am writing to _____ you to improve your customer service. It is very discouraging for a regular faithful traveler to receive such unacceptable _____. I like staying at your hotel for various reasons. In general, the atmosphere makes me feel as comfortable as if I were at home, but it _____ me that a single visit spoils these positive feelings. I hope this problem has been _____ before my next visit.

Sincerely,

Ismael Serrano

