#52 Adv

Writing Complaint Letters



Study the model letter. Discuss the questions with your classmates.

a. Who is it from? _____ Who is it for? _____

What is their relationship? _____

b. Why did Mr. Edmundson write this letter? Underline evidence in the text to

Hotel Healy

Mr. Kevin Edmundson
Hotel Kitchen Manager
Healy Hotel
5487 Restful Dr.
San Diego, CA 98765-9878

December 26, 2016

Mr. Min Jo Maraq
Maraq Catering Company
2356 Food Court
San Diego, CA 92115-9874

Dear Mr. Maraq:

I have been a loyal customer of your company for the past 3 years. I have time and again received great service from your catering service which is one of the main reasons I continue to do business with you. But to my surprise, from November 15 to the 26th, I received some complaints about the food and quality of service you provided during the Teacher's Association Conference.

It was brought to my attention that some of the items were extremely salty, including the curry chicken puffs and the stuffed pita pockets. One guest mentioned that the quiche contained hard bits. Also, several customers complained of silverware that seemed tarnished or unpolished. I noticed that some of the tablecloths had stains. To my dismay, the president of the Teacher's Conference suggested that I use another catering service for next year's conference. As you can imagine, I need to provide the best catering service for the conference participants in order to maintain their satisfaction with our facilities.

I would like to set up a meeting with you in order to discuss the guests' complaints and come up with specific solutions to prevent these types of problems in the future. Due to the years of service you have provided in the past, I would be willing to listen to your plan for resolving these issues before seeking another catering company.

Sincere regards,

Kevin Edmundson

Kevin Edmundson
Hotel Kitchen Manager
Healy Hotel
619-254-1234