

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

bothers	complaints	customer	compulsory
faucet	faulty	fixed	free
guest	question	room	rest
service	sink	soundly	urge

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

