

GENERAL WRITING TASK 1

3. You recently stayed in a hotel and were dissatisfied with the service. Write a letter to the hotel manager outlining your concerns.

Dear [Hotel Manager's Name],

I would like to use this opportunity to convey my discontent with the level of service that I received during my most recent visit at [name of hotel]. I would want to express my gratitude to the staff for their efforts; but, I have come across a few problems that I believe require your attention.

First and foremost, [explain the first problem]. This has a significant impact on my experience as a whole. Additionally, [explain any additional problems that you encountered].

It is my understanding that the hospitality business is prone to experiencing difficulties, and it is my goal that the feedback I provide will be able to help to the enhancement of the quality of service provided at your company.

I am appreciative of the care you have shown to these matters. I am eagerly anticipating hearing about the actions that you intend to take in order to resolve these concerns.

Sincerely,
[Your Name]