

4D Ng Pak Hei, Kenny

Letter of Complaint – Unsatisfactory experiences at Ladybird Hotel

Dear Sir/Madam,

I am writing to complain about the incompetence of the staff members and the hygiene of Ladybird Hotel. During the Easter holiday, my family planned a wonderful staycation to escape our stressful life. However, Ladybird Hotel's extremely unprofessional attitude towards hotel management has ruined my experience for good.

To begin with, the staff members were not fluent in English, and I could only communicate with them through body language. The time I wasted in these frustrated conversations messed up my well-planned schedule, and I missed out on some activities I had planned to try. I had to cancel my spa session on the first day. I expected the staff to be well-trained and at least bilingual. However, I was surprised to discover they were more fluent in Mandarin than Cantonese or English. Is the shortage of workforce really that serious? This selection of staff members at the reception, who should be the cream of the crop, has left me shocked and disappointed. I demand the receptionists be reconsidered for other positions to improve other "victims'" experiences at this hotel.

Besides, I was promised a luggage delivery service by the hotel's website, but this clearly isn't the case. I was flabbergasted to discover that your staff members were not willing to help as the luggage deliverer was absent. I could forgive the deliverer if he had an emergency, but the staff's response was absolutely lacklustre. They did not intend to deliver the luggage despite extra staff being available. My mother was travelling with me on this trip and could not carry her baggage due to her old age. Not only did the staff fail to assist us and remain seated at their desks, but they also lacked basic human sympathy for the elderly. This is unacceptable behaviour for such a reputable establishment. My mother was furious and nearly suffered a stroke due to her emotional outburst. The staff at the hotel could not perform their duties, or perhaps the hotel itself does not have proper procedures for emergencies like this. I demand an explanation from the manager of this establishment immediately.

After my experience in the lobby, I proceeded to my less-than-satisfactory room. I went into the restroom to discover insects crawling around aimlessly. In stark contrast to the lobby, the sparkling floors and reflective windows left a memorable impression despite the appalling customer service. However, this was quickly replaced by the sight of stained bedsheets with strands of hair, which I had not requested before. I logically requested a change of rooms without even mentioning an upgrade, but I was met by a grumpy young man who had no interest in assisting me. It took 45 minutes for me to receive a response, causing me to miss my already-booked massage session.

Overall, the unhelpful staff and unhygienic rooms were scars on my supposedly relaxing experience. It is a disgrace to hotel management. Such a stain is unacceptable, given that this establishment has years of history. The founders of Ladybird Hotel must be outraged if they had the chance to witness this.

I hereby demand the replacement or resignation of the staff members involved, including the receptionists. I believe a staff training course is necessary. I cannot stand idly by, knowing that future customers will be served by incompetent staff, especially the valets and customer service.

If these demands are not met, I may resolve this issue legally and press charges over the negligence of my mother's life-threatening situation. Please investigate this matter promptly. I look forward to your favourable reply.

Yours faithfully,

Chris Wong