

A Letter of Complaint



23 Lowry Lane
Bold Town
Lincoln
L34 2NR

26th December 2023

Dear Sir/Madam,

I am writing this letter to make a complaint about a recent holiday that I took with my wife on your new cruise ship, 'The Emerald Gem', as it journeyed around the Caribbean. The ship looked very promising in the brochure, offering luxury rooms to stay in and a high standard of service from the staff. We had initially decided to take the cruise because we were celebrating our silver wedding anniversary. We had high expectations as we had been on a cruise before – how wrong we were! After our trip, my wife and I were very disappointed as many problems occurred while we were on board.

There were three main areas that we were upset by on our holiday: the unsatisfactory rooms, the ship's poor facilities and the bad service from staff.

We had booked a suite with a balcony as this promised a deluxe experience. When we first arrived, we were pleased with the room but this feeling did not last. On closer inspection, we found a broken shower, a cracked bath and dirty towels. Even more disappointing though, was the fact that the flowers and chocolates I had ordered as a surprise for my wife were nowhere to be seen! The balcony outside our room was far too small and could only fit a single chair on it. According to the brochure, there should have been sun loungers.

The second problem was that the ship's facilities were poorly organised. There were many times when my wife and I could not watch the show at the theatre because there were not enough seats for all of the guests on board. More shows needed to be scheduled so that everyone could be included.

The swimming pool was also problematic as it was not cleaned once during our stay. The water was the same emerald green as the ship! Even though there were lots of children on board, there was never a lifeguard on duty. We felt that this was very unsafe.

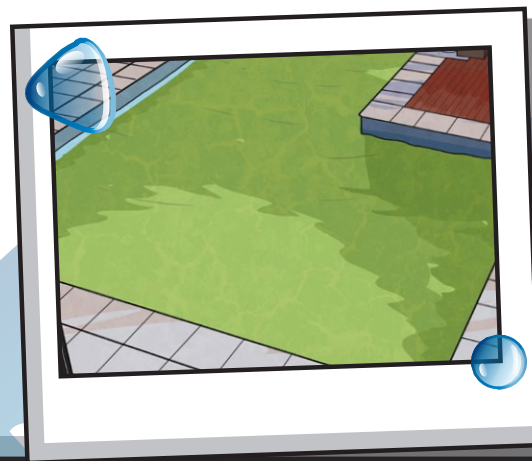
The final problem was the poor service from the ship's crew. The service inside our room was fantastic because our cabin boy was always polite and helpful. This was not the case outside in the main restaurant where the waiters were extremely rude. They preferred to talk and laugh with each other than help the guests. I did speak to the head waiter about this but very little changed. I think that they need further training in this area.

I would like some compensation for the upset caused during this holiday; this could be a voucher to pay for another event so that we can celebrate our special occasion properly. I would also like an apology from the company for the issues we encountered and a full explanation as to what is going to be done to improve the standards on board The Emerald Gem.

I look forward to your reply and to reading your comments on the points I have raised in this letter.

Yours faithfully,

Joe Matthews



Questions

1. What was missing from the suite? Tick **two**.

- flowers
- dressing gowns
- towels
- chocolates

2. Underline one word in the quotation below that suggests that the guest was upset.

Even more disappointing though, was the fact that the flowers and chocolates I had ordered as a surprise for my wife were nowhere to be seen!

3. Find and copy one word which shows that the waiters had bad manners.

4. Name **three** problems that the guest pointed out in his suite.

- _____
- _____
- _____

5. Fill in the missing words.

There were three main areas that we were upset by on our holiday: the

_____ rooms, the ship's poor _____ and the bad service from staff.

6. Summarise what you have learnt about the guest's problems using 25 words or fewer.

7. Why do you think that the guest mentioned that the pool was **emerald green**?

8. If you were in charge of the company, what would you do in response to the guest's letter of complaint?
