

Workplace Communication: A Letter of Complaint

Dear Sir/Madam,

I am writing to inform you of my dissatisfaction with a five-day tour to Beijing.

On 29<sup>th</sup> October, 2015, I joined the five-day tour as I was impressed by the description in your travel brochure. I desired to spend my time on a fancy vacation. However, my enjoyment of the trip was spoiled and shattered by a number of problems, and consequently the tour did not live up to the claims made in your travel brochure.

First of all, the hotel accommodation was awful. It was not the five-star hotel as promised. The interior décor was horrible --- lacquer was peeling off from the walls and there were spider webs everywhere. The lights were mostly broken and the floor was filthy. More importantly, I found a rat crawling around my room. I couldn't sleep well because of its squeaky sounds.

Secondly, both the quantity and quality of food was poor. Honestly, there was no variety of food. Each table was served with only 4 to 5 dishes in every meal and the food was tasteless. Furthermore, the restaurants were unhygienic! I remember once I found a cockroach inside my bowl of congee! That was completely opposite to your claims that those restaurants are 'prestigious'.

The third point I want to make concerns the tour guide. The tour guide, Mr. Chan, was one hour late for our schedule due to his personal matter, but he offered no apology when he arrived at noon! Your tour guide did not elaborate for us the attractions of any of the scenic spots. Instead, he just gave a brief introduction and told us to go on our own activity. This showed his idleness and unprofessional attitude. In addition, he was rude and hot-tempered. He told us to get back immediately or he would leave us behind when we spent a bit more time watching the scenery. In case we were walking too slowly, he would even swear at us. I was extremely upset by his threatening remarks. Not only was his behaviour unacceptable, but his condescending manner really got under my skin

Last but not least, I did not understand the surcharges of the tour. Your brochure said there would not be additional charges in the trip, but I found that there were tons of hidden charges in the tour. For instance, we had to pay the entrance fee to the

Beijing Zoo. Your tour guide also told us to pay the guide fee of \$50 per person when we were on our way back to the hotel for arrangement of free activity. It happened at short notice and that confused us a lot.

I am most annoyed that I wasted my five-day vacation on this trip. My impression of your agency has been tarnished. What I experienced on your tour was far from the claims made in your travel brochure.

I do seriously hope your agency will take this case seriously and investigate this matter as soon as possible. You should cover areas that include accommodation, food, tour guide and hidden charges. I believe this is not the way your agency wish to serve customers. I would welcome the opportunity to further discuss these matters and to learn of how you propose to prevent similar situations from happening. I look forward to hearing from you soon.

Yours faithfully,

Pat Chan