

complain and compliment letter to mr and mrs jones

by Abdul Mannan

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Student name: Abdul Mannan

Student NO: 2009122

Lecturer Name: Melissa John

Module NO: BMIH4004 Hotel Placement and HAFO



Sp. Clive Johns

25 Leyton Avenue

Morrison, Swansea

SA13AL

Number of guests: 2

Reference NO: 00001394

Room type: Double

Dear Mr. and Mrs. Jones,

Hope you both are safe and sound in this post-pandemic situation. My name is Mark Smith and the general manager of Hotel Trinity writing to you regarding the unavoidable circumstances that occurred due to Covid-19.

You had previously booked a double room for your Golden Wedding Anniversary on 19th June 2021 which was canceled because of the outbreak of Covid-19. I hope you are aware of the pandemic that caused the whole world a massive economic recession. We had to stop our operation with immediate effect by the restructuring of the government.

You will be glad to know that we are reopening and starting our services to ensure world-class services to our guests. Being aligned with our motto to ensure comfort and enjoyment, we are taking necessary precautions to keep safe our guests. We have established necessary protection for our staff who are vaccinated, ensure hygiene, keep social distancing, use masks while serving and keep a regulatory check of the whole hotel on daily basis.

I would like to sincerely apologize for the inconvenience which caused us to cancel your reservation on 19th June 2021. I am welcoming you again to enjoy your Golden wedding anniversary with us at Hotel Trinity. I would like to offer you a complimentary breakfast and use of our hotel spare, free of charge because you and your wife being our loyal customers to hotel

trinity. Please let us know your convenient date and we will move forward with the . As we always look out to serve our guests with dignity, we are going to ensure that you will enjoy your stay with us here at hotel trinity.

If you have any more queries and questions, please let us know by e-mail or you can call us directly via phone. We are looking forward to your visit.

Best Regards

Your sincerely,

GENERAL MANAGER,

MARK SMITH

Element 2



Stephen A

wrote a review 22 Nov

1 contribution



What a dump

"Noise and chaos until 5 15 this morning if you value a good night's sleep dont come here the doors bang shut as the time and if you're unlucky enough to have a room beside a fire door ask for a move Most of the staff are friendly people who are aware of the hotels shortcomings and may choose to help"

[Read more](#) ▼

Date of stay: November 2021

 Helpful



Response

Dear Stephen,

At first, I would like to thank you for choosing to stay with us and we are extremely sorry for your negative experience with us. Due to Covid-19, we are running our operations with a very limited set of employees who take care of these properties.

It is a matter of **unwanted pandemic** caused us in operations, and we are always committed to improving our services. Regarding the noise, I can say that it was not from our guests as we keep a sharp eye on the surroundings. You could simply inform us about the noise and we'd make sure there is no such business at night as our guests are our priority. Our staff is trained to adapt to any request a guest may have. And again, we are sorry for the inconveniences as we are running with a short base of employees on which we are working to improve.

I sincerely apologize for the inconvenience, and I hope we'll not let you down on your next visit to us. Please visit us and allow us to serve you with passion and dignity.

Kind regard,

General manager, MARK SMITH.

Element 3

**GrahamP113**
wrote a review 9 Nov
Witham, United Kingdom
1454 contributions • 295 helpful votes

●●●●●

Business stopover
"Stayed overnight ahead of business meeting. The staff were very friendly and helpful as well as being thoroughly professional. This was from reception to team at breakfast. Room was comfortable clean and very pleasant very enjoyable thoroughly recommend"
[Read less](#)

Date of stay: November 2021
Trip type: Travelled on business

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC.

 **Helpful** 



Response from Behram Kotwal, General Manager at Birmingham Marriott Hotel

Response

Dear Graham,

We are glad to know that you enjoyed your stay here with us at 'Marriot Hotel Birmingham' and we are delighted to see your review. We are always committed to excellence and our dedicated team always looks after our guests to ensure the best service in town. Our team is delighted with your review, and it will boost us to retain loyal guests like you.

We would like to thank you once again and we are looking forward to seeing you again with us and enjoying your stay.

Regards,

General Manager, MARK SMITH

Element 4

4 Honeycombe Way

Swansea

SA1 2AR

26th November 2021

Dear Mr. Damian Cloake,

Firstly, I would like to thank you for choosing Hotel Trinity, from 15th- 17th August 2021. I went through your complaint, and I am extremely sorry for the problems you're encountered. As a hotel, we are always dedicated to our guests, and we try to ensure the best possible service to make your stay enjoyable. As a manager, I have discussed all these affiliated issues with my team, and we are  2 working on it.

About the check-in issue because of staff shortage, I hope you are aware of the Covid-19 pandemic as it cost us the  3. Due to the outbreak, our operational activities are shortened, and we are running with limited employees which caused you this inconvenience. The improper bedding was also an incorporated issue which was caused due to a shortage of staff. I have

discourse with my team, and I will promise you, it will be sorted out next time you come to stay at hotel trinity.

Secondly, as you complained the food was cold and took time to arrive, I investigated it, and we figured out that due to changes in a shift there was a bit of queue at that time. Then again, it shouldn't have happened, and I am extremely sorry on behalf of Hotel Trinity.

We always try to ensure the best accommodation and food for our guests. We are committed to ensuring that there will be no inconvenience from us in your next visit. Please allow us to serve you again. We will be working on these issues within no time and make sure you enjoy your stay. Also, you mention about employee like Ben, all our employees like Ben. I have shared the message with him that you have mentioned in your letter, and he was happy that you were happy with his service.

Kind Regard,

General Manager, MARK SMITH

complain and compliment letter to mr and mrs jones

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

Instructor

Moderated (52) RP.

55 / 100

PAGE 1



Sp.
Spelling error



Comment 1

This would have been the reference underneath 'Dear Mr. & Mrs. Jones'



had previously booked
h



Sp.
Spelling error



use alternative word



restructure



Del.
Delete



Missing ","
Missing comma:
Though it may not always be grammatically necessary, a comma can often help to prevent a

misreading. When a sentence opens with an introductory element (a phrase, clause or word that is logically related to another phrase or clause in the same sentence), it is a great help to your reader to place a comma after that introductory element. Such phrases will often begin with words like "because," "while" or "although," as in the following example: "While everyone was fighting, the bear wandered away." As you can see, without the comma, the sentence would be confusing.

QM

Sp.

Spelling error

QM

WC

Word choice error:

Sometimes choosing the correct word to express exactly what you have to say is very difficult to do. Word choice errors can be the result of not paying attention to the word or trying too hard to come up with a fancier word when a simple one is appropriate. A thesaurus can be a handy tool when you're trying to find a word that's similar to, but more accurate than, the one you're looking up. However, it can often introduce more problems if you use a word thinking it has exactly the same meaning.

Additional Comment

complimentary

PAGE 2

QM

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PAGE 3

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QM

sentence structure

QM

WC

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PAGE 4



Comment 2

resolving issues?



Comment 3

Sounds a little patronising.

PAGE 5

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QM

Cap. Error

KNOWLEDGE & UNDERSTANDING /60

Available Marks 60 - Responses should be empathetic, realistic and personal. Problems should be acknowledged, and necessary measures addressed. Offer an official name and point-of-contact for further references. Recognise staff where appropriate. Offer realistic solutions. Make useful recommendations. Do not offer compensation in a public response. Recognise the effect of the Covid19 pandemic and use initiative when inviting guests back to Hotel Trinity



Letter to Mr. & Mrs. Jones: No hotel address.
Signature missing. Negative review: You could have focused on the positive comment regarding the staff being friendly (the sandwich approach).
Positive review: You could have mentioned the cleanliness and the staff in your response.
Complaint letter: No hotel address. Sometimes sounds a little informal, so try using alternative words.

35

PROFESSIONAL PRACTICE /30

Marks available 30 - Letters must look professional, with a logo, contact details, date etc. Font must be appropriate (Arial, 12) and look professional. Make sure that your text is justified. All correspondence should have accurate spelling & grammar. Pay attention to detail of specific instructions provided for each element of the portfolio that can be found in the task description.



You have presented your assignment in the correct format - Arial 12/1.5 line spacing/justified text. Some spelling and grammatical errors. Paying attention to sentence structure is a great way to look at the rhythm of your writing more carefully. Sentence structure is how the basic grammatical elements of a sentence are put together. May I suggest that you attend study skills at UWTSD to assist with assignments next term. You can book a session online or email - studyskillsdistance@uwtsd.ac.uk. Be mindful of the differences in British English and American English spelling.

15

RESEARCH & LITERATURE /10

Marks available 10 - You must reference your chosen reviews accurately.



Screen shot and information available, but no website or link provided.

2