

Dear students AF/FV/LM/ICBM,

After having **read** and **studied** the **file** "Learning Letter of Complaint", and after having looked at the **links** in that file, now it's your turn ☺

Read the telegram-style context, and write an appropriate letter of complaint.
Please write LEGIBLY and use appropriate vocabulary.

Since you got married 10 years ago, on 1/5, every year: you + partner @ hotel Skamdemax = bridal suite.

BUT this year = Double booking = no suite → standard room! Staff not helpful! Huge dissapointment! Reception desk not polite! One week later: VISA: amount for expensive bridal suite not for standard room! Standard room was not clean! You very angry! Champagne from room service was Piper Heidseck but previous years it was Veuve Clicquot! Also champagne put on VISA but 1 bottle is complementary for Bridal Suite! Scandalous way to treat loyal customer! No bath like bridal suite, but only shower! Water from shower only hot for 5 minutes! Standard room not the same small bottles of shower gel and beauty products! In bridal suite the bathroom has floor heating, standard room not! Also no bathrobes in standard room! Bridal room has slippers but not standard room! Your partner says: such a bad experience, never again! You will post this unacceptable treatment on social media! The world will know about this!

→ Write an appropriate letter of complaint.

→ Upload in docx-format on Digitap, according to the usual file name instructions.

→ **DEADLINE for upload: Sunday 26 April, MIDNIGHT.**

DID YOU KNOW...?



**THIS WAS ACTUALLY
AN EXAM QUESTION LAST YEAR ☺**