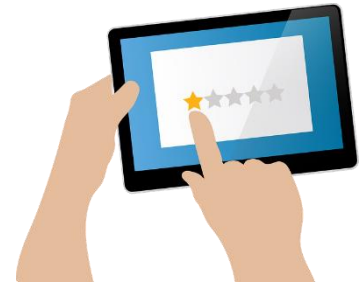


Your mother has booked online a hotel in Brighton, England. but when you stayed there, some problems occurred and now you want to complain about it to the manager.

Write a formal e-mail of complaint. In your email, you should write:

- What went wrong (no free internet in the room, the shower was broken, noisy)
- Suggest what the manager should do
- Ask for a refund.



The name of the hotel manager is Mr Frank Mamota. Write 180-220 words.

TO: Mr Frank Mamota

FROM: Lukas Brown

SUBJECT: Complaint about our stay at your hotel

Dear Mr Mamota,

I am writing to you to express my dissatisfaction (Unzufriedenheit) with my stay at your hotel in Brighton from 20th-24th September this year. The booking was made on your website.

Firstly, the hotel failed to meet the online description. The room was small and uncomfortable, and there was no access to free internet. That annoyed us the most. In addition, the shower was broken. When I went to the reception desk and informed the person there about the problems she answered that there was no wifi in the rooms and the shower would be fixed the following day. She talked in an unfriendly way with me.

Furthermore, your hotel is situated next to a busy main road, and it was extremely noisy all the time, especially at night. Contrary to the description, the hotel is not by the sea the sea is a ten-minute walk.

To improve the hotel rating, I would suggest introducing some changes. First, there must be free internet access in each room. I think nowadays it is as important as a clean bathroom. Secondly, customer service needs improvement. And last but not least, the description online should not misinform the customers.

The stay at your hotel ruined our holidays and we expect to get a partial refund and an apology from you.

I look forward to your early reply.

Yours sincerely,

Lukas Brown