

You work as an assistant to the Guest Relations Manager in an Austrian five-star hotel. In the customer review section of your hotel blog you find this complaint:

Disappointing

by John and Martina Miller, California, USA

May 2nd

The ventilation system sucked smoky air into our room under the door from the bar in the central hall. The first night was especially bad, as there was a party of at least 30 people in this small bar, including pipe and cigar smokers, in clear violation of EU rules. After several sleepless hours, we ourselves put a wet towel under the door. Management promised us free breakfast for both days, but actually charged us for the second day. And beware of the additional charges – €32 for 48 hours of internet access, €33 a day for parking, €29 for simple room service dishes. Great location but otherwise disappointing.

The Guest Relations Manager has asked you to post a reply to this blog entry.

In your blog **comment** you should:

- apologize on behalf of the hotel where appropriate
- explain why the problems occurred
- discuss changes to the hotel's policy in future

Write around **250 words**.

Notes (these will not be marked)

Übertragen Sie diese Formatvorlage auf Ihren Schreibbogen

Blog comment

User name:

Email:

Comment:

Starting time:

Finishing time:

Number of words: