**COMPLAINT LETTER**

Bandung, 14 November 2016

From : Alexander Suwiryo

To : Consierce Departement

Dear Sir/ Madam,

I as a customer hotels to thank you for your service. However, in the interest along with this letter we would like to say a few words regarding the delivery of my goods.

I’ve arrived at your hotel on November, 1st 2016, and the room that I’ve booked feels good and comfortable, but not at your service. Your hotel service is very bad, such as very slow service or unfriendly service.

I ordered food through room service at 7pm and the food will come soon. But until 10pm, the food doesn’t even come. And I call back until over three times, finally the food has come and your waiter only delivering food but did not apologize for the delay. Then, when Iam concerned for the delay and the food was delivered is not fresh, the waiter who delivered the food, simply ignored it and left me.

I hope, your hotel service is more good and friendly . Similarly, we say in this letter with the intention that the future is not the same thing happen. Thank you for your attention and cooperation of  leader of the company.

Sincerely,

Alexander Suwiryo