



Writing — B2

Formal Letter — Complaint to a hotel manager about a poor stay

165 words | Total: 20 marks

NAME: _____ DATE: _____

Writing Task

Write a formal letter of 165 words or fewer.

WRITING TASK

You recently stayed at the Grand Plaza Hotel in London from 5th to 10th August for a business conference. Unfortunately, your experience was very disappointing due to several issues. Write a formal letter to the hotel manager complaining about the poor service, unclean rooms, and noise problems. Explain the impact on your stay and request appropriate compensation. Do not exceed 165 words.

Useful Language

Greeting:

Dear Sir/Madam,

Opening:

I am writing to express my disappointment regarding my recent stay...

I would like to complain about...

Describing problems:

The room was inadequately cleaned, with dust and stains visible.
Noise from construction work disturbed my sleep throughout the night.

The staff were unhelpful and unresponsive to my requests.

Explaining impact:

This meant that I was unable to relax after long days.

As a result, my stay was ruined and unproductive.

Requesting action:

I would appreciate a full refund or appropriate compensation.

I trust you will investigate this matter promptly.

Closing:

I look forward to your prompt response.

Yours faithfully,

