

30 Balsam Grove
Don Mills, ON
M3B 1J2

July 10, 1993

John Landers
President, Vacation Inns
7000 University Drive
Toronto, ON
M7H 2A8

Mr. Landers:

I am writing to inform you that I was not at all satisfied with my recent stay at your hotel in Cornwall. In May I booked a single room and a double at your hotel for the weekend of July 10. When I received the letter of confirmation, I was surprised to see that we had been booked for two single rooms. I phoned the hotel and they promised to make the necessary changes.

I arrived at the Cornwall Vacation Inn with my wife and two children on Friday, July 10. We couldn't believe our ears when we were told that they didn't have our reservations and that all they could offer us was two single rooms. We took them because we didn't have much choice.

We have a number of complaints about the rooms. First of all, the cleanliness left much to be desired. Cigarette butts in the ashtrays, dead cockroaches on the floor and filthy bathtubs indicated that the rooms had not been cleaned for a while. When we spoke to the lady at the reception desk, we were told that "these things happen".

Also it was very noisy at night. It appears that a baseball team was staying at the hotel that weekend and enjoying the pleasures of Cornwall. How can you sleep when people come back to their rooms at all hours of the night, shouting and singing in the hallways? Again, we got little sympathy or cooperation at the reception desk.

Finally, our rooms were supposed to be equipped with cable TV. They were not. For all these reasons, I demand a refund of the full amount I paid for our stay. I enclose a photocopy of the bill. If I do not receive a speedy reply, the next letter you receive will be from my lawyer.

Chaim Tiktoft

Instructions: Now answer the questions that follow. It may not be necessary to refer to the letter again to answer them.

1. What information was contained in the letter of confirmation?

2. What kind of rooms did the customer reserve in May?

3. What rooms were waiting for him when he arrived with his family in July?

4. What was the reception desk employee's reaction to the complaint about dirt in the rooms?

5. Who/what caused the noise at night?

6. Did the employees at the reception desk help with this problem?

7. Did the customer pay his hotel bill?

8. Will the customer write another letter of complaint?

9. In your opinion, why was the letter addressed to John Landers?

