

3A Marco Tang

## Letter of Complaint

21<sup>st</sup> June, 2022

Dear Sir,

On 19<sup>th</sup> June 2022, I had a meal at your restaurant in IFC Mall. Unfortunately, it was not an enjoyable experience for me. I am therefore writing to draw your attention to several problems of your restaurant.

Firstly, the environment of the kitchen was far from being hygienic. Not only were there a few rats, but also cockroaches and mosquitoes everywhere. As I walked closer to the kitchen for a clearer view, I felt a smell of rotten ingredients. The whole kitchen was covered by spilled oil, fresh meat was exposed to room temperature and insects. I was concerned about food safety problem.

Secondly, the chef of your restaurant was smoking while cooking. The smell and toxin in the cigarette might affect the food. It is particularly not safe as the chef was smoking right next to a few gas tanks. His behaviour may cause an explosion, threatening our life.

Thirdly, the quality of the food I ordered was disappointing. I ordered a pizza and there were several problems with it. It was already cold when served and the texture of it was too soft and sticky. Furthermore, it was over seasoned with salt and had too little cheese and meat.

The last point I would like to point out is the improper response of the waiter surnamed Wong. When I asked him to replace my cold pizza with a fresh one, he refused to do so impolitely. He even told me to leave the restaurant if I was dissatisfied. This is not the kind of service one would expect from a Michelin three-star restaurant.

From the hygiene of the environment to the quality of the food, Mamaroni's Italian House does not live up to its reputation. Would you please look into the above concerns and take actions? I also request an apology from the waiter and a full refund of the meal.

I look forward to your explanations about the problems.

Yours faithfully,

Chris Wong