

## Letter of Complaint

23<sup>rd</sup> June, 2022

The Manager

Mamaroni's Italian House

IFC Mall

Central

Dear Sir,

I visited the Mamaroni's Italian House with my family on 19<sup>th</sup> June for celebrating my birthday. We chose your restaurant due to its favourable reputation. However, the substandard food quality and horrendous service and environment totally disappointed us.

Firstly, I was extremely disappointed about the poor sanitary condition of your kitchen. There were cockroaches everywhere and the chef was even smoking while cooking. This was extremely irresponsible behaviour, and it might lead to explosion, not to mention increasing the risk of customers getting diarrhoea. On these occasions, I was worried about people's safety.

Secondly, the food you served was markedly unpleasant. The polenta was tasteless and the osso buco was cold, smelling rotten. It was displeasing to have such a repulsive meal and I believe that improvement must be made for customer retention.

The last point I would like to make is about your poor service. One of your waiters, surnamed Wong, had a very bad manner. He refused to replace the cold food and treated us in a very inappropriate way. He even shouted improper language to us while we mentioned we might complain about his rude behaviour. Such attitude was unacceptable, and we strongly request an apology.

Legal actions will be taken unless you apologise and make improvement. The restaurant is well-reputed, and I do not wish to see such problems happen again. I hope, in future, the quality of the service you provide can match up to the hard-earned honour of your restaurant.

Yours faithfully,

Chris Wong