

## A Letter of Complaint

The Manager  
Macaroni's Italian House  
IFC Mall  
Central

Dear Sir,

I am writing to express my frustration and disappointment with my family's recent dining experience at your restaurant. As a customer, I expected to receive a certain level of service but my expectations were not met. I would like to bring your attention to those issues that I was inflicted during my dining experience, which caused me to suffer significant stress and frustration.

First of all, I guess you can imagine my family's disappointment when we found cigarette ash inside the soup, that was absolutely inedible. Despite the aroma of the soup, having cigarette ash is unacceptable. Furthermore, the main course was cold and tasted really bad. That's not the quality of food one would expect from a restaurant of your reputation. You should make sure that your chef makes proper preparation and uses the best ingredients you could get.

Moreover, your waiters are impolite and not helpful. When asked for a cup of water, your waiter spoke to us rudely, and even scolded me for just ordering a cup of water. I can't think of a Michelin three-star restaurant's waiter being such impolite.

The hygiene in your restaurant's kitchen is also poor, I could even see cockroaches climbing on the wall and the chef smoking, which are unacceptable. These bad conditions are harmful as it may cause food poisoning and other health problems. Lastly, cleanliness should be maintained in your restaurant.

Lastly, another problem that ruined our evening was the noisy surroundings. Besides this problem, the noise coming out of the kitchen was utterly annoying. Hereby, I suggest you should tell your chef and your waiters not to talk loudly and be as quiet as they can.

I demand a full refund that I paid for your worthless meal. I also request an apology to my family and me. And I am looking forward to seeing your staff behave more properly. Unless improvement is made, I may be forced to consider taking further action, such as lodging complaints to the Consumer Council.

I would appreciate your looking into this matter.

Yours faithfully,  
*Chris Wong*  
Chris Wong