

10 May 2023

The Manager  
Mamaroni's Italian House

Dear Manager,

On 1<sup>st</sup> May 2023, I had dinner in your restaurant in IFC Mall for a birthday treat. Despite seeing some effort made to create a welcoming atmosphere, I am writing to express my dissatisfaction with several issues that I encountered.

The first complaint concerning hygiene is about the kitchen. The dining area of your restaurant was clean. However, I was appalled by the state of cleanliness in the kitchen. Walking pass the kitchen, I found dirt and grime on the floor and walls. Apart from that, a considerable number of cockroaches and mice were seen. Eating food that was made in an extremely unclean environment causes anxiety. After witnessing these, I was too worried to finish my dinner. As the dishes can be polluted and unclean in the dirty kitchen, the health and well-being of customers are at risk.

Another problem I have noticed was the professionalism of the chef. It was horrible to see the chef smoking while preparing food. The cigarette ash was seen hovering in the air above the food being cooked. It was unacceptable and unprofessional of the chef to do this, as the cigarette ash polluted the food. This is beyond dispute that it was a serious breach of hygiene standards. Again, I was worried about the safety of the dishes served and the health of customers.

The next issue was the uncourteousness of the waiter. It was ill-mannered and offensive of him to speak foul language. I felt disrespected while having a conversation with him. Moreover, the waiter was dismissive of and uninterested in my needs. After seeking help from him for four times, I still was not able to receive a spoon. The vulgarity of his language and negligence made my dining experience unpleasant.

The last complaint I would like to make is the inferior quality of the service and food. Having paid an exorbitant price for the dishes I ordered, I found the quality of the food not meeting my expectations. The portions of the food were smaller than I was made to believe in the menu. Besides, the soup was served cold and lacked flavour. Not only was the Risotto too tough and Al Dente having a crunchy centre, but they are also unpleasant to eat. It was apparent that the risotto was undercooked. In short, the quality of the food was poor.

Would you please investigate these complaints? To resolve the problems in the kitchen, I propose that you might consider training all staff on proper hygiene practices and implement a regular cleaning schedule for the kitchen. Weekly deep cleaning tasks could be considered. Your restaurant is a Michelin three-star restaurant which is well respected, and I do not wish to see such reputation damaged should

the problems happen again. Also, I would like to receive an apology and explanation for the above issues. I regret to tell you that if these conditions are not met, I would have no choice but to take further action.

I trust your restaurant will take action on this. I look forward to hearing from you shortly.

Yours faithfully,

Chris Wong