

15 May 2023

Manager  
Mamaroni's Italian House  
International Finance Centre  
Central

Dear Manager,

I am writing to express my extreme disappointment with the experience I had at your restaurant, Mamaroni's Italian House at IFC Mall last Saturday, 13 May 2023. I had visited your restaurant on my birthday with my family, hoping to have a good time. Unfortunately, our experience was ruined by the poor hygiene, smoking chef, waiters using vulgar language and a cockroach-infested kitchen.

Firstly, the hygiene standards in your restaurant were appalling. The tables and chairs were sticky, and the floor was dirty. Additionally, the cutlery and plates seemed unwashed with food stains visible. It was a terrible sight to see, especially when we were celebrating a special occasion.

Furthermore, one of your chefs was smoking while cooking in the open kitchen. Not only did this pose a fire hazard, but also exposed your customers to second-hand smoke, which is unpleasant and unhealthy. This is a clear violation of basic hygiene and safety standards, and it is unacceptable in any restaurant, let alone a Michelin-three-star one.

Adding to our disappointment, some of your waiters were using vulgar language while serving us. This is extremely unprofessional and unacceptable in a family-friendly environment.

Lastly, we were horrified to see cockroaches in the kitchen. This is a clear indication of poor hygiene and sanitation, and it is unacceptable for a restaurant to have such an infestation.

Given the above, I am writing to request that you take immediate action to address these issues, and also to improve the overall standards in your restaurant. I would appreciate it if you could provide several suggestions on how you plan to address these issues. I hope that you will take this matter seriously and take immediate action to improve the situation.

I look forward to hearing from you shortly.

Yours faithfully,

Chris Wong