

Letter of Complaint

3C Kwok Ching Lam

15 May 2023

The Manager
Mamaroni's Italian House
IFC Mall

Dear Manager,

I dined in at your restaurant. Mamaroni's Italian House in IFC Mall for a birthday treat last Sunday (7th May 2023). I chose your restaurant due to your renowned reputation for top notch Italian dishes. However, the experience was rather poor and disappointing, to say the least. I am, therefore, writing to express my strong dissatisfaction with your restaurants.

Firstly, as beautiful as the interior of the restaurant may seem, the kitchen was in poor sanitary condition. When I was walking with my family towards our seats, we took a peek into your kitchen by accident. To my surprise, the kitchen was filled with cockroaches and flies. This was not what I expected in a Michelin three-star restaurant! To confirm my observation, I later went to the washroom to take a further look inside. I was shocked to see that not only was there food on the floor, but also a few rodents biting, chewing the food on the floor. I was disgusted by this appalling unimaginable sight.

The second complaint I would like to express about is the smoking chef. During the night of dining at your restaurant, my family and I sat at the seats nearby the kitchen door. At first, we smelt some cigarette smoke in the air. As the kitchen door opened and closed for quite a few times, we soon realized that that the cigarette smoke was coming from the kitchen. I believe that according to the health and safety regulations of IFC Mall, smoking indoor is forbidden. Even if it is legal to smoke, the cigarette smoke will lower the quality of dining experiences. As the manager, both food quality and dining experiences should be taken care of. Unfortunately, having a smoking chef in your kitchen not only worsened the restaurant's dining experiences, but also the food quality. When my dish came, I could smell the cigarette smoke, ruining the original taste, as well as the aroma of the dish. Even if it was likely an oversight, I find it unacceptable to have a smoking chef in a high-end restaurant.

Another complaint I would like to point out is the unsatisfactory food quality. At that night, we ordered 2 dishes, namely a Risotto and an Italian pizza. As mentioned before, the smell of the cigarette smoke had already devastated the taste of the dishes. It would not be that poor if the original quality of the food was great. However, this was not the case. For the risotto, the sauce was watery and bland, and the rice too raw to the point it was almost inedible. For the Italian pizza, the crust of the pizza was hard and burnt black, the sauce and cheese were too raw and tasteless. There were even two dead cockroaches on the pizza. It almost made me puke just by seeing it served. This birthday treat was the opposite of what I anticipated.

The final complaint I would like to make is the poor customer service. This includes the attitude of your waiters and waitresses, the time taken for serving and requests, as well as the overall gesture and posture of the waiters and waitresses. When I raised my hand to call the waiters, it took 3 minutes for me to get a response to get my dishes ordered, which is extremely unreasonable, even to an ordinary restaurant's standard. When the dish arrived, I found that a set of cutleries was missing, so I asked the waitress for an extra set. However, she gave me an annoyed look. Two minutes later, when she finally got the set, she forcefully put the set down and left. When we finally got the dishes after about 40 minutes of waiting, the waiter just left them on the table without saying anything. This attitude is not tolerable in a fine dining restaurant. Moreover, during my dining, I had noticed that one of the waiters named 'John' was picking his nose, standing with an improper posture like an immature teenager. This waiter was acting like he had never been servicing others before.

To resolve these problems, I suggest that you should reevaluate the quality of your waiters and waitresses, as well as the chefs. In addition, to settle the poor kitchen condition, you could allocate a day to clean up your kitchen. Besides, changing the food sources may also put an end to bland dishes. Please consider these suggestions seriously.

I would appreciate a prompt resolution regarding this matter. I should warn you that I may be forced to take legal action if I am unable to receive any further progress or response to this letter within one week.

I look forward to hearing from you shortly.

Yours faithfully,

Chris Wong