

15 May 2023

Manager
Mamaroni's Italian House
International Finance Centre
Central

Dear Sir,

On 7th May 2023, I went to Mamaroni's Italian House with my parents in IFC Mall for a birthday treat. Mamaroni's Italian House is a Michelin three-star restaurant and is famous for offering fine Italian cuisine. However, I am disappointed with the problems during my meal, and I would like to draw your attention to them.

Firstly, I was very dissatisfied about the vulgarity of the waiter's language. When I was waiting for our dinner, I asked the waiter where the washroom was. He rolled his eyes and shouted at me impolitely. He even spitted out a few bad words, which was totally unacceptable.

Secondly, it is the poor sanitary hygiene of the kitchen. I saw many cockroaches crawling and flies flying in the kitchen. Moreover, while the chef was cooking, he was smoking, and cigarette ash was all over the place. It was an appalling sight that there was even some in the dish. I cannot imagine how Mamaroni's Italian House is a Michelin three-star restaurant.

Thirdly, I was very dissatisfied with the poor quality of the food. The soup was sour, and the pizza was bland. What was worse, although I told the waiter that I was allergic to peanuts, the chefs still added peanut butter on the chocolate cake. It turned out I did not have my cake on my birthday and our evening was ruined.

The last point I wish to make is about the long waiting time. The waiters served too slowly. By the time the dishes arrived, they were cold. To resolve this problem, may I suggest that you have a service training with the waiters to improve?

Would you please investigate these concerns? Unless we receive an apology within 3 days, we will consider complaining against your restaurant to Consumer Council.

Thank you for your attention to this matter.

Yours faithfully,

Chris Wong

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