



4A Yan Jun, Doris



16<sup>th</sup> October, 2008

Dear Sir/Madam,

I am writing to complain about the level of service and cleanliness at the Silver Screen Cinema. I visited your cinema last Tuesday and was very disappointed with the experience.

My first complaint concerns the box office clerks. When I arrived, there was a long queue of people who were waiting to buy tickets. However, there was only one clerk selling tickets and she was talking to a friend on her mobile phone at the same time. There were two other members of staff chatting nearby, but they just ignored the problem.

The next complaint I would like to bring to your attention is the situation inside the cinema. While the film was playing, some people were smoking, and some people were talking loudly. This affected my movie experience. I could not hear the voices clearly. It made me very frustrated.

Another problem was the washroom. It was so dirty. There was graffiti on the door, one of the toilets was out of order and the floor was extremely messy. There was so much trash there. The environment was bad and it was smelly. I think it was not hygienic.

I hope that you will take these complaints very seriously. I think you should give a satisfactory explanation and give me my money back.

Yours sincerely,

B. Chan



4B So Wing Mei, Wendy

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8<sup>th</sup> March, 2009

Dear Mrs. Lee,

I am writing to complain about the poor condition of one of your holiday flats. I rented a holiday flat on Cheung Chau from your company. However I was very dissatisfied because the flat was very dirty.

First, the flat did not have a kitchen, and a petroleum gas stove was placed in the middle of the room. It was very dangerous and inconvenient since the gas stove could have caused an accident very easily.

Second, the room was so dirty that I could see a few big and awful cockroaches. The rubbish bin was full of rubbish but no one emptied it. When I went to the toilet, I found that there was a big pool of leaking water. I was unhappy at that time because the toilet was smelly and the floor was slippery.

In your advertisement, it said that there were eight bedrooms in the flat and the flat was also big enough for eight people. But there was only one bedroom in the flat that I rented. We had eight people that night. Could you imagine how we stayed there that night?

The final problem is about the rent. The rent cost me about one thousand dollars a night. I think it is very expensive. I think your company overcharged me and my friends with such disappointing accommodation.

I demand a refund. Otherwise, I will lodge a complaint to the Consumer Council. I am looking forward to your prompt reply to my email [Chriswong@yahoo.com.hk](mailto:Chriswong@yahoo.com.hk)

Thank you for your attention.

Yours sincerely,  
Chris Wong