From,

Melissa Gates,

Bakers Street,

London.

To,

Mr. Jones,

Manager,

Wonder Travels,

London.

Dear Mr. Jones,

I, Melissa Gates, am writing this letter in great repentance and resentment of being a patron of your travelling firm for a holiday in Singapore. The things which were promised were never made apparent to us. It was made sure that we wanted to have a stay in a 4 star hotel, while the hotel which was provided was a 3 star one which had facilities of a 2 star hotel.

Much was told about the hotel and the facilities which would be given to us, while we were being wooed by you for the tour. The way you promised us, made us ensured that we were at a right destination for travelling needs. The promising features were forwarded to entire group, only to add to the embarrassment later on. From the room service to the quality of the food which was served, everything was below the standard expected from you.

Sincerely,

Melissa Gates.