

# Critique on Hospitality Service

Date: [Insert Date]

To: [Manager's Name]

[Hotel/Service Establishment Name]

[Hotel/Service Establishment Address]

Dear [Manager's Name],

I hope this message finds you well. I am writing to provide feedback on my recent experience at [Hotel/Service Establishment Name] on [Insert Dates]. While I appreciate the efforts made by your staff, I believe there are several areas that require attention to enhance the overall guest experience.

## Positive Aspects

- Friendly staff willing to assist with inquiries.
- Clean and well-maintained facilities.

## Areas for Improvement

- **Check-in Process:** The check-in process was delayed, taking over [insert time]. A more efficient system could improve guest satisfaction.
- **Room Service:** The response time for room service was longer than expected, with an average wait of [insert time].
- **Cleansing Amenities:** The room lacked sufficient toiletries, which affected the overall comfort.

Thank you for considering my feedback. I look forward to seeing improvements in these areas on my next visit.

Sincerely,

[Your Name]

[Your Contact Information]