

COMPLAINTS:

- I) Reported speech; find the passages in the text containing reported speech; rewrite them in direct speech.

example: *We were informed by Rowena, the hotel desk clerk, that the hotel **was** overbooked...*
Rowena, the hotel desk clerk, informed us: "The hotel **is** overbooked..."

- II) Summarizing the text; Write a **short** summary of what happened to Eric R. at the Wyndham Vinings Hotel; note that your summary should be as **objective** as possible.

- III) Text analysis:

- a) Why does the writer include a passage about a car mechanic in his complaint? Think of other examples he could have given to stress his point.
b) What are the writer's intentions in the last paragraph?

- IV) Textwriting:

- a) You are the hotel manager of the Vinings Hotel; write a statement on the incident.
b) Imagine you have had a problem in a hotel. What might it be? What could you do about it? Write a dialogue in which you complain to the receptionist or a written complaint to the management.

Wyndham Hotel - Atlanta

I booked a deluxe room with two double beds through Travelocity.com at the Wyndham Vinings Hotel in Atlanta for my family's vacation. After eight hours of travel, and arriving at the hotel worn out, the fiasco began.

We were informed by Rowena, the hotel desk clerk, that the hotel was overbooked and there were no double occupancy rooms available. Further, Rowena informed us that even though we reserved a double occupancy room and paid for it in advance, it was not Wyndham's policy to guarantee the number of beds! I found this to be patently absurd! *Why would anyone reserve a double occupancy room with a hotel that doesn't guarantee you'll get what you paid for?? Gee Mr. Mechanic, had I known you only guaranteed to put two quarts of oil in my car instead of the required four, I'm certain I would have gone somewhere else for that routine oil change...*

Anyway, I got on my cell phone with the Travelocity guy right there in the hotel lobby, and he put me on hold while he called the hotel and yammered on with Rowena for a good fifteen minutes right there in front of me. It was really bizarre. Rowena basically told him the same thing she'd already informed me, that being there was nothing she could do, it was hotel policy and he'd have to call back on Monday (this was on a Saturday) to speak to the manager.

After I got the Travelocity guy back on the phone, I informed him that I was checking into the Holiday Inn Express two exits down the Interstate and that I wanted my credit card immediately reimbursed. He told me it was going to take two billing cycles, so now I get to pay interest on a hotel fee for a room I never used.

The Holiday Inn Express down the street was very nice though, and the double occupancy room was \$15 cheaper than the Vinings. *Next I'll be writing them a letter thanking them for being so accommodating on such short notice...* There is a such thing as a "Bait and Switch" *; perhaps you've heard of it. I wonder what my lawyer will have to say about this...Rest assured, I will be informing everyone I know about my experience with Wyndham, posting my comments on every online booking service I can find on the internet, and most certainly NEVER staying at a Wyndham Hotel EVER EVER AGAIN!

Eric R

source: <http://www.complaints.com/directory/2004/july/7/18.htm>

* Bait and Switch - Lockvogeltaktik