

3C (17) Adeline Lam

Dear Sir/Madam,

I am writing to complain about what happened in your restaurant last Saturday night. I heard that your restaurant is very famous and so my family and I went to enjoy a dinner buffet. However, some serious problems occurred during the dinner and sadly it spoiled our whole evening.

First of all, your food was not as fresh and clean as claimed. Instead, it was extremely dirty and terrible. There was a fly in a bowl of soup. Seeing this, I felt unwell.

Secondly, the floor was so wet and slippery. Unfortunately, no restaurant staff went to clean up the mess. Then, we could see some customers fall down and get hurt from time to time.

Thirdly, there were customers smoking. I was sure that the law told us not to smoke indoors. How come some people were still smoking? Breathing in secondhand smoke made us feel dizzy. Furthermore, it may harm our lungs as well.

As a result, I think your restaurant needs to have some improvements. First, your kitchen should be cleaned more regularly and your chefs should have regular checks to ensure the food is safe. Secondly, your restaurant should hire cleaners to ensure high standards of hygiene. Last but not least, there should be some clear signs to warn your customers not to smoke.

I hope that you will look into this matter and improve your service as soon as possible. Otherwise, I would have no choice but tell my friends not to visit your restaurant.

Yours faithfully,

Chris Wong