

Elizabeth Hunter

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September 22, 2018

The General Manager
Four Points by Sheraton
88 Broadway
CHIPPENDALE NSW 2008

Re: Service Levels – September 18th, 2018
Marriott/SPG Member: 106309355(New); 50815961901 (Old)

Dear Sir or Madam,

I write to inform you of some concerning aspects of service received at your hotel for my stay with an associate on the night of Tuesday September 18th.

In bringing this matter to your attention, there is likely to be some sort of discomfort in what I am saying and I apologise in advance if this turns out to be the case.

By way of background, my confirmation number was 265564826 from the Starwood Preferred Guest redemption booking.

My email clearly states, in part:

Rate Details: SPG Free Nights

Rate is valid for single or double occupancy. Additional person and bedding charges may apply.

Room Description: Superior Non-smoking: **2 Queen Beds**

At around 8pm, the check in was done and we went to the room to find that the room had a king size bed and a sofa bed with no bed linen. After settling in, I called Guest Services who indicated that the system said 'King Bed'. As the attendant had taken my printout, and the woeful new Marriot Rewards site did not show the reservation, I could not prove the 2 Queen Beds condition. Further, I was exhausted having just arrived from Singapore. While an alternate room was offered, I declined as I did not want to pack up. It was agreed that the sofa bed would be made up. Upon our return at around 2am, this had not been done. Guest Services were called and an attendant appeared with one pillow, one sheet and a doona. It seemed that the desirability of a second sheet was deemed somewhat extravagant. My associate and I had made the sofa bed up when the second sheet arrived.

In bringing this matter to your attention, the following is advised:

- I am not a serial complainer, but I write in the context that you cannot fix problems unless you know about them.
- I would hold the attendants totally blameless; the blame rests with the hotel management.

- It could be argued that the staff were new and untrained but the hotel is brand new and there would have been plenty of time to train staff during construction.
- It would seem to me that any sort of competency tests had either not been conducted or the staff may have failed them.
- Given that there were two persons of the same sex checking in for 2 Queen Beds, why were we not asked if a King Bed and a sofa bed was okay? (Which it would have been).
- If Guest Services later indicated that a 2 Queen configuration was available, why were we checked into a King?
- If the system said King, why did the attendant not check with the printout I handed over?
- Is it wise and sound practice to confirm bedding configuration at check in and if not, why not?
- Why was the sofa bed not made up when Guest Services said it would be?
- Why did Guest Services later only supply one sheet?
- Is it within the Sheraton Group (or Marriott or whomever owns Sheraton) standards that guests make up sofa beds? In our case, we were not going to wait for this to be done as the previous request had not been completed within around six hours. What would a VIP guest do?
- Where were the supervisors to assist novice staff in such circumstances?
- By way of a general comment, the vibe of the Hotel is quite outstanding and is certainly one I will consider when next visiting Sydney.

Accordingly, given the above unusual circumstances, I think that what needs to happen now is that you cause a credit of the points back to my account. I think it's 20,000 points but transactions are missing on the Marriott Rewards site, in itself a terrible merger of the SPG system but that's not the issue here.

But it's not all bad in that I am an expert in business processes. I would be more than happy to provide my services, on a mutually agreed basis, that address these instances of business process failure.

I emphasise that I have no issue at all with the young people 'having a go'. But this type of service is simply unacceptable. It is a stark contrast from Singapore where I had come from. Welcome to Straya, where customer service is woeful. That's why I chose Four Points by Sheraton to receive fantastic service!

In closing I'd like to personally thank you for your time and await the credit of points for the reasons outlined in this letter.

Yours Faithfully,

Elizabeth Hunter

Reformatted, with obfuscation of actual name, from an email response

Dear Ms. Hunter,

Thank you for your letter and feedback in regards to your recent experience at Four Points by Sheraton Sydney, Central Park.

From the onset, thank you for choosing to stay at with us and for your ongoing loyalty, as a valued Platinum Guest to Marriott. I sincerely apologise for the shortfalls you experienced, however pleased you have brought this to my attention.

I have taken note of your comments and concerns regarding the miscommunications and delays and I will discuss this with the relevant managers for review and improvement. My apologies again for the unintentional inconvenience you experienced during your stay.

The hotel is now seven weeks old and the team is gaining confidence daily. It is only with such candid feedback can we truly understand how we're tracking and where the opportunities are to improve.

Ms. Hunter, I realise that we cannot turn back the clock on your most recent experience and I will certainly arrange to have your 25,000 points refunded to your account.

I sincerely hope that upon your next return to Sydney you will choose to stay with us at Four Points by Sheraton Sydney, Central Park. Please do contact me directly, so I can personally take care of your reservation.

Best regards,

Bernhard

Bernhard Langer

General Manager

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Four Points by Sheraton Sydney, Central Park

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