
From: jeffrey E. <jeevacation@gmail.com>
Sent: Monday, February 26, 2018 3:48 PM
To: Debrah Dhugga
Subject: Re: DUKES LONDON

thank you for your attention. . I hope you can=rectify her unhappiness today

On Mon, Feb 26, 2018 at 10:45 AM, Debrah Dhugga <dbrandhugga@dukeshotel.com>
<mailto: [REDACTED]> wrote:

Dear Mr Geoffrey,<=span>

Please allow me to introduce myself as the Managing Director of DUKES LONDONs. Our Chairman Mr Sultan
=A0has brought to my attention that Ms K [REDACTED] who is currently a resident at DUKES LONDON at this present time, is
unhappy with her current=stay.

Ms [REDACTED] is a regular and valued g=est of ours and I hope I can assure you that her likes and preferences are=well
noted and we always endeavour to honour them each time she stays.

On this rare instance however he= preferred room is currently off for refurbishment works and so we are una=le
to provide it on this occasion.

We did however still upgrade Ms =im to one of our superior rooms, and am deeply disappointed to learn=she is
not enjoying her current stay.

I appreciate you bringing this t= our attention, as we at the hotel were not aware of the dissatisfaction d=rectly
from the guest, I will be sure to meet with M [REDACTED] personally either this evening or tomorrow morning to ensure she=is
as comfortable as can be and address any issues.</=>

I remain at your disposal in the=meantime and look forward to meeting with Ms [REDACTED]

Best regards

Debrah

Debrah Dhugga
Managing Director

DUKES COLLECTION</=pan>

UK and UAE<=p>



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=A0 please note

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