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**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 <debrah.dhugga@dukeslondon.com> <mailto:debrah.dhugga@dukeslondon.com> wrote:

Dear Mr Geoffrey,<=span>

Please allow me to introduce mys=lf as the Managing Director of DUKES LONDONS. Our Chairman Mr Sultan =AOhas brought to my attention that Ms K■■■■■ who is currently a resident at DUKES LONDON at this present time, is unhappy with her current=stay.

Ms ■■■■■ 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■■■■■ 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 ■■■■■

Best regards

Debrah

Debrah Dhugga  
Managing Director

DUKES COLLECTION</=pan>

UK and UAE<=p>



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Web: [www.dukeshotel.com](http://www.dukeshotel.com)</=pan>

<<http://www.dukeshotel.com/dukes-collection/>>

Registered Office:

Dukes Hotel Limited

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Registered Number: 1461396

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