
From: jeffrey E. <jeevacation@gmail.com>
Sent: Monday, February 26, 2018 3:55 PM
To: Debrah Dhugga
Subject: Re: DUKES LONDON

[REDACTED] her email. thx for your kindness.
<<http://christies.com>>

On Mon, Feb 26, 2018 at 10:53 AM, Debrah Dhugga [REDACTED] wrote:

Dear Jeffery

Do you have a contact telephone number for her, I don't have anything on file.

She is currently out of the hotel

Many thanks

Debrah Dhugga
Managing Director

DUKES COLLECTION

UK and UAE

[REDACTED]

Web: www.dukeshotel.com

Registered Office:

Dukes Hotel Limited

<http://www.dukeshotel.com/dukes-collection/> 35 St. James's Place

<https://maps.google.com/?q=35+St.+James's+Place+London+SW1A+1NY&entry=gmail&source=g>
London SW1A 1NY

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Registered Number: 1461396

From: jeffrey E. [mailto:jeevacation@gmail.com <mailto:jeevacation@gmail.com>]
Sent: 26 February 2018 15:48
To: Debrah Dhugga
Subject: Re: DUKES LONDON

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

On Mon, Feb 26, 2018 at 10:45 AM, Debrah Dhugga debrah.dhugga@dukeslondon.com wrote:

Dear Mr Geoffrey,<=>

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

Ms Kim is a regular and valued guest 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 her preferred room is currently off for refurbishment works and so we are unable to provide it on this occasion.

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

I appreciate you bringing this to our attention, as we at the hotel were not aware of the dissatisfaction directly from the guest, I will be sure to meet with Ms Kim 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 Kim

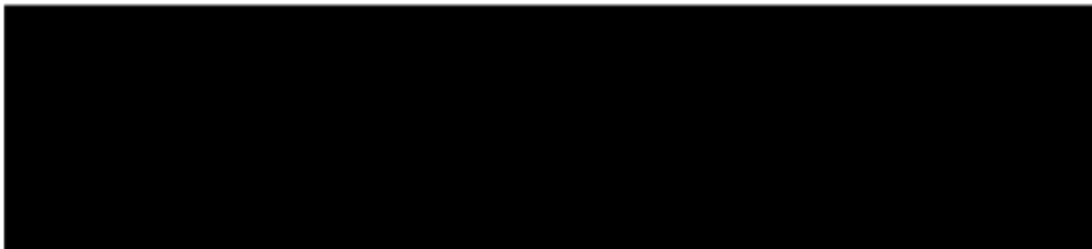
Best regards

Debrah

Debrah Dhugga
Managing Director

DUKES COLLECTION

UK and UAE<=p>



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Registered Number: 1461396

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JEE

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