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**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 =indness.  
<<http://christies.com>>

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

Dear Jeffery

Do you have a contact telephone =umber for her, I don't have anything on file.=/p>

She is currently out of the hote=

Many thanks=/p>

Debrah Dhugga  
Managing Director

DUKES COLLECTION</=pan>

UK and UAE<=p>

[REDACTED]

Web: [www.dukeshotel.com](http://www.dukeshotel.com)

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Registered Office:

Dukes Hotel Limited

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

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London SW1A 1NY

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From: jeffrey E. [mailto:jeevacation@gmail.com <mailto:jeevacation@gmai=.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 <a href="#" target="\_blank">[REDACTED]</a> wrote:

Dear Mr Geoffrey,<=>

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 Kim, who is currently a resident at DUKES =ONDON at this present time, is unhappy with her current stay.

Ms Kim 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.=/span>

On this rare instance however he= 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 =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 directly from the guest, I will be sure to meet with Ms Kim personal=y either this evening or tomorrow morning to ensure she is as comfor=able 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 Office:

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3= St. James's Place

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Registered Number: 1461396

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please no=e

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JEE

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