

HOTEL REVIEW [BLOG COMMENT]

You are Peter Sands, General Manager at Doubletree Hotel Chelsea in New York City. You have decided to respond to a negative hotel review you have just read on the Triplt.com web site.

subject: not what we expected
by Peter Weidinger
August 27th, 10:42

Let me start off by saying that we (2 adults and one 12-year-old) had never been to NYC before this trip, therefore we did not really know what to expect, especially from a four-star hotel.

The room we received was by far the smallest I've ever been in ANYWHERE (!!!). This was just ridiculous. There was barely enough space to squeeze in our luggage. Just to mention an example of bad room design, the three-drawer dresser only had two because the top drawer housed the cable box for the small TV. On the positive side were the view (cf. picture) and the bathroom. The latter was quite spacious - considering most hotel bathrooms are on the small side anyway.

The elevator needed FOREVER to go between floors (there was just one for the entire hotel) and to make matters worse Wi-Fi did not work properly most of the time (our teenaged son was not amused). We were told there was a free shuttle service to the JFK airport, but found out after arriving that it was actually about \$60. Well, we ended up in a cab and "only" paid about \$30 to get there. However, the location of the hotel was pretty good, the perfect option for somewhere central to stay in Manhattan for this rather cheap price. ☺

So to conclude, I am not sure we will stay at the Doubletree as a family again.

In your **formal blog comment** you should:

- give thanks for the positive aspects mentioned in the review
- apologise for the small room and expensive shuttle service
- explain that the Wi-Fi and elevator problems will be solved

Use at least **four acronyms** from "Useful Acronyms" [BLOG POST] and underline them in your blog comment. Write about **250 words**.