

A Letter of Complaint

Dear Sir/Madam,

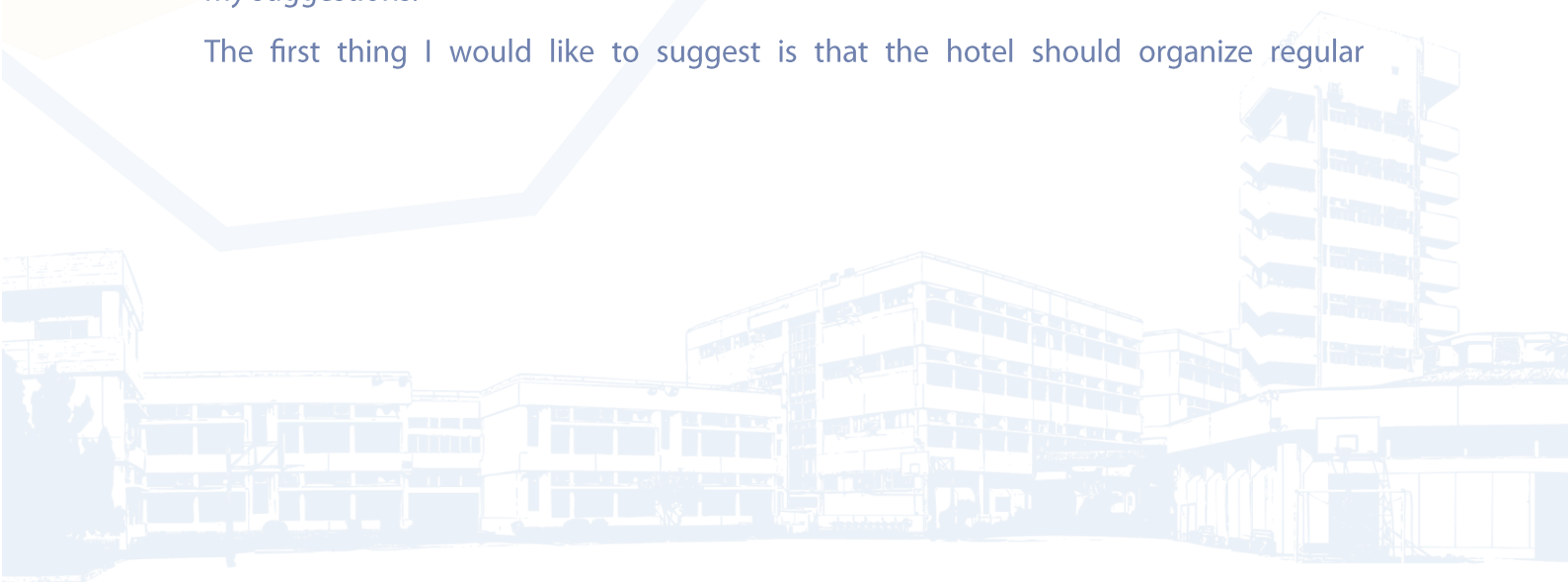
I am writing to express my grave concern over your hotel accommodation service concerning my one-night stay experience. It is earnestly hoped that you could take my complaints into serious consideration and make improvements accordingly.

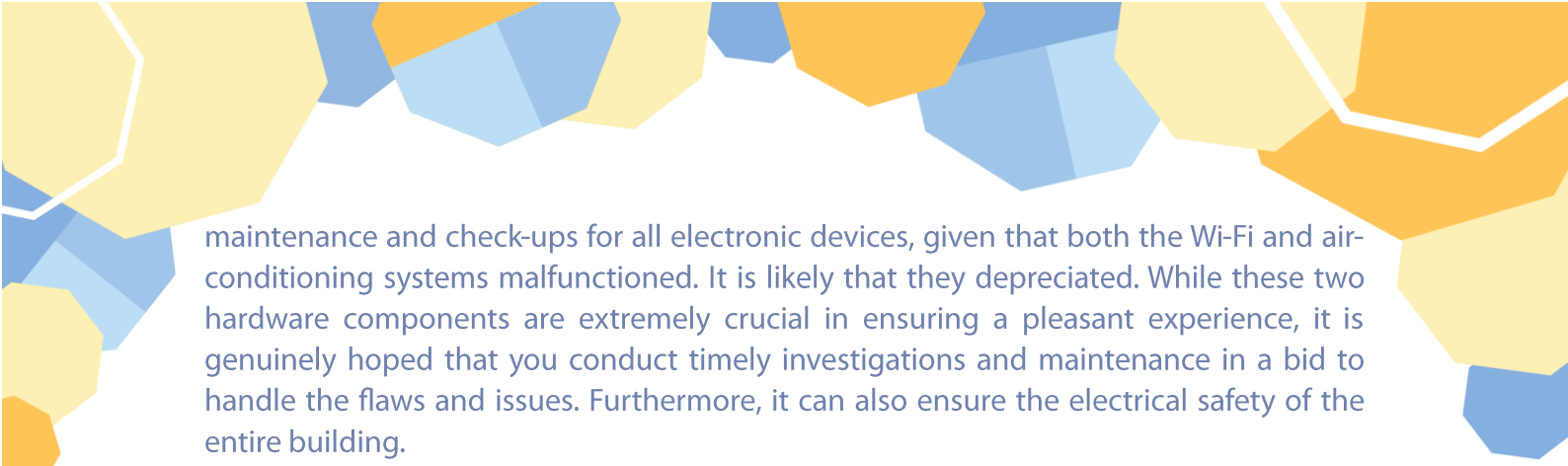
As a foreign visitor, I came to Hong Kong a week ago for the Hong Kong Rugby Sevens Tournament, booking Seaside Hotel as my accommodation. Disappointingly, the hardware and environment are not as satisfactory as described on your website.

First and foremost, the electronic devices installed in the room malfunctioned. As for the Wi-Fi system, the network was so slow that it became irritating. As aforementioned, I came to Hong Kong to attend the Hong Kong Sevens. Inevitably, I always had to check the most updated information regarding the event in case there are any unexpected arrangements. Additionally, I work in the information and technology sector, where a good Wi-Fi network is essential. It is believed that even if other visitors do not need exceptionally good quality Wi-Fi, they still require a network with reasonable speed for regular tasks and video-calling. Yet, the Wi-Fi in the room was completely unusable. This indeed warrants your attention. The Wi-Fi was unreliable and the air-conditioning system could not be used properly. The temperature was always fixed at 25°C, while during this hot summer, I could not even enjoy cooler air inside the hotel. I did not expect that the hardware would be malfunctioning.

A part from the hardware, I would also like to raise my concerns regarding the condition of the room. It is described on your website that the room is a non-smoking area. However, when I first stepped inside the room, there was a strong smell of smoke. Not only did it leave me with a bad impression, but it was also detrimental to visitors' health. For instance, I personally have asthma. I was very ill when I first smelled the smoke and nearly could not breathe. This indeed could be a serious problem. Therefore, it is hoped that the hotel can take action to improve the accommodation service. The following are my suggestions.

The first thing I would like to suggest is that the hotel should organize regular





maintenance and check-ups for all electronic devices, given that both the Wi-Fi and air-conditioning systems malfunctioned. It is likely that they depreciated. While these two hardware components are extremely crucial in ensuring a pleasant experience, it is genuinely hoped that you conduct timely investigations and maintenance in a bid to handle the flaws and issues. Furthermore, it can also ensure the electrical safety of the entire building.

On top of this, it is suggested that the hotel should install air purifiers in all rooms. As mentioned, the smell of smoke can be a grave issue, especially for people with chronic breathing diseases. I do understand that it is hard to completely eliminate the issue with limited human resources. Therefore, it is suggested that you install air purifiers to allow customers to handle the issue when necessary. However, please also maintain an odourless environment with your greatest effort.

Lastly, it is sincerely hoped that you could understand my complaints due to the contradiction with what has been advertised. It is earnestly hoped that you could carefully consider my suggestions and enhance your hotel service.

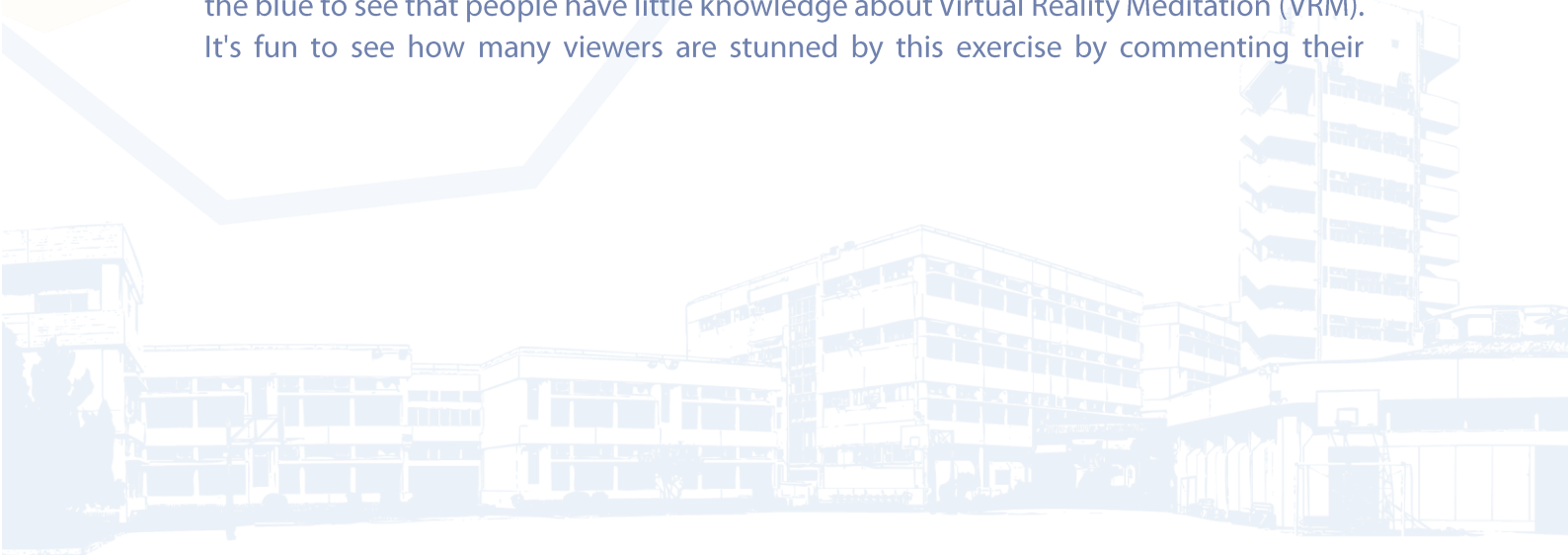
Yours faithfully,
Chris Wong

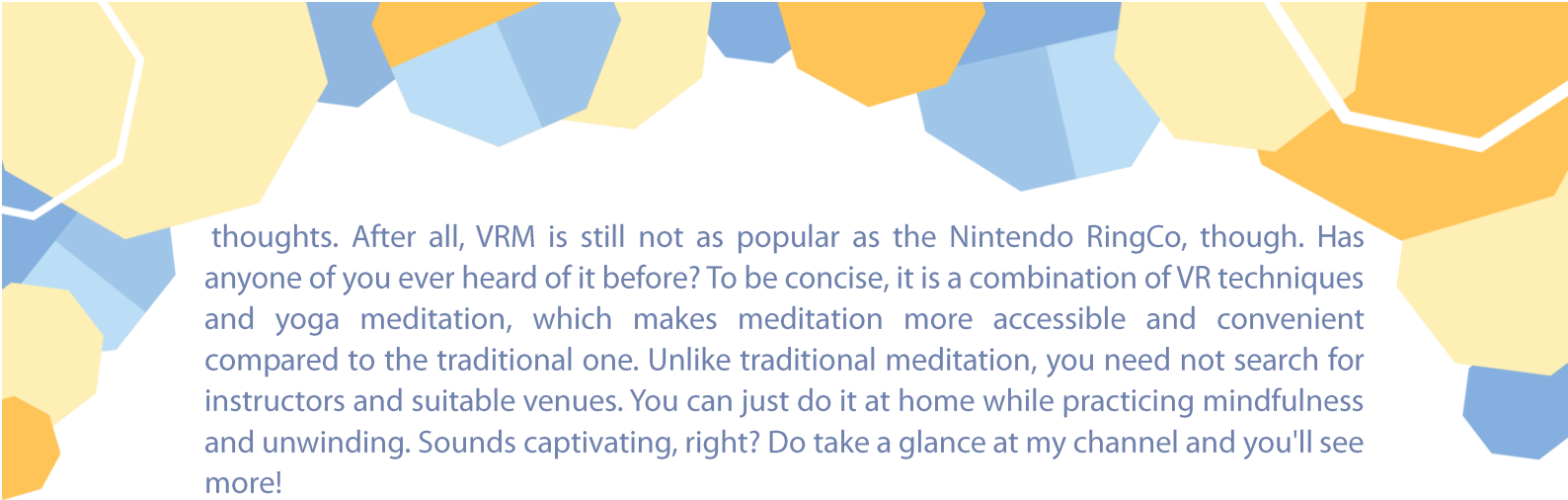
Pursuing Your Dream: A Boon or Bane?

Hi there, fellow students! I'm honoured to be invited by the Media Club to write this article for the school magazine. As someone who graduated many years ago, it's magical that I can rebuild rapport with my secondary school and share career insights from my own journey.

Let me guess - the majority of you have watched my video posted on YouTube, right? While I might have already been exposed to most of you, I believe I might still be a fresh face to some. Before sharing my experience and the story behind my popular video, let me introduce myself. I am Mary Smith, a social media influencer who runs a health and lifestyle channel on YouTube.

Back to the topic. I'm quite surprised that my video has noticeably attracted people's gaze and interests (thanks to the YouTube algorithm, just kidding) overnight. But I'm not out of the blue to see that people have little knowledge about Virtual Reality Meditation (VRM). It's fun to see how many viewers are stunned by this exercise by commenting their





thoughts. After all, VRM is still not as popular as the Nintendo RingCo, though. Has anyone of you ever heard of it before? To be concise, it is a combination of VR techniques and yoga meditation, which makes meditation more accessible and convenient compared to the traditional one. Unlike traditional meditation, you need not search for instructors and suitable venues. You can just do it at home while practicing mindfulness and unwinding. Sounds captivating, right? Do take a glance at my channel and you'll see more!

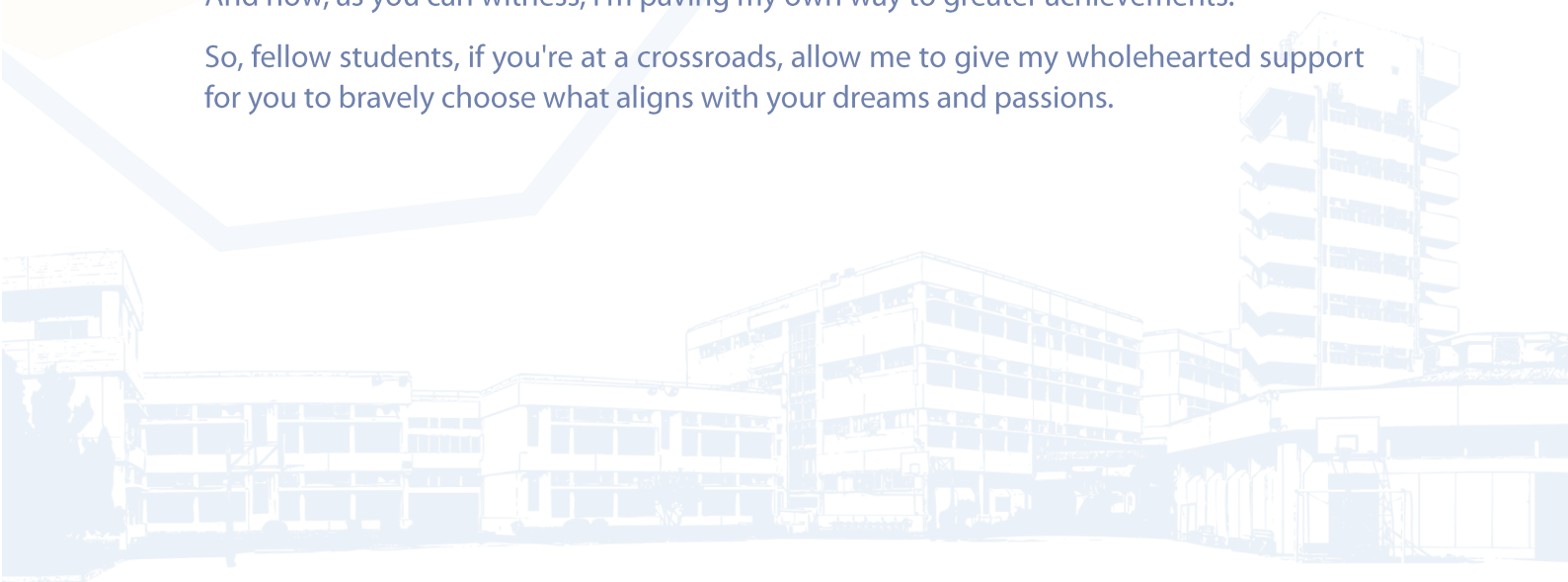
How is this related to career, then? To be honest, my journey as a full-time influencer was not without its struggles. I believe some of you, especially the S3 and S6 students, face the same dilemma when making career decisions. Should we pursue what we're interested in? Or shall we strive for a more stable future? When I was in S6, I jumped on the bandwagon of choosing a stable career. After my university entrance exam, I chose to study law. And guess what? I did become a qualified lawyer. However, doubts

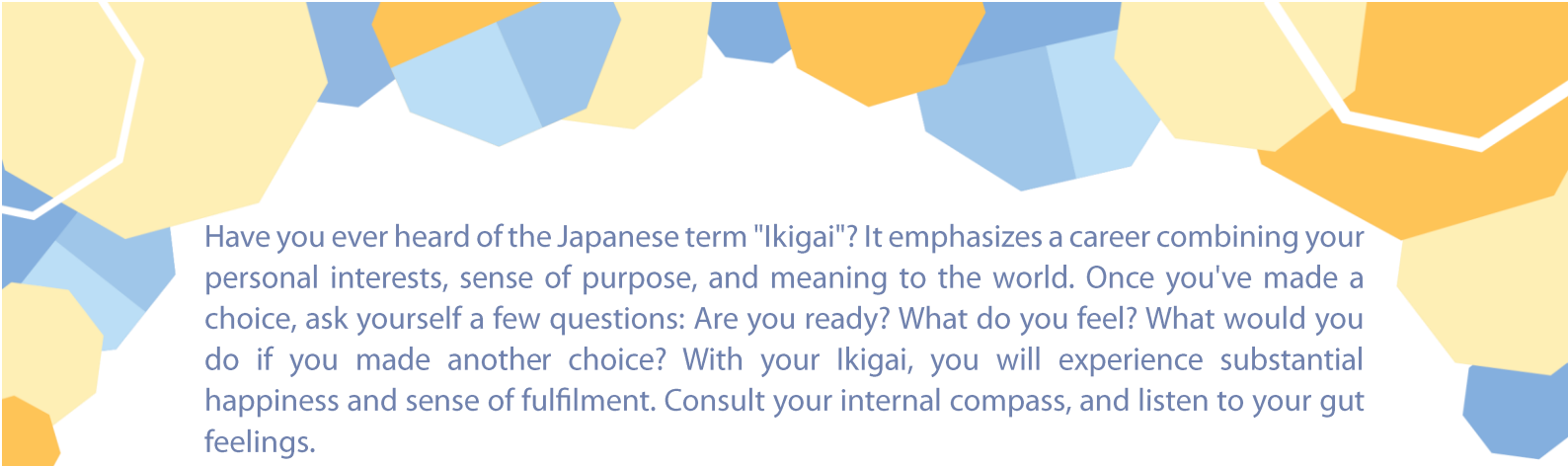
crept in later. I was so sceptical about my job. Despite the fact that being a lawyer ensured me financial abundance, I always had a deep desire to do something related to health promotion. I was such a sports enthusiast when I was a student. I used to be in the Yoga Club and was the Chairperson. That's why there was still a void in my heart after pursuing a career as a lawyer - because I wasn't doing what I'm passionate about.

Later on, after much contemplation, I quit my gig and pursued becoming an influencer who promotes healthy lifestyles. You may wonder: why an influencer? And was it a smooth sailing? Well, I decided to promote health through social media because it's so accessible. With the help of social media, I could bring healthy routines to the public worldwide, not limited to just one group of people. And of course, it was never a smooth sailing. On the contrary, I sailed against the wind. It's extremely difficult to catch the audience's attention as there are innumerable young and competitive creators. However, I'm willing to take the heat as I feel a sense of accomplishment through my job. Some of my audience messaged me on Instagram that they had become much healthier and emotionally calmer after watching my videos and putting yoga as well as meditation into practice. These messages really made me feel that I'm making an impact through social media. I've never regretted my decision. It might seem a bit reckless to some people, but I gain a sense of purpose and enjoyment by transitioning into a career that aligns with my personal interests.

And now, as you can witness, I'm paving my own way to greater achievements.

So, fellow students, if you're at a crossroads, allow me to give my wholehearted support for you to bravely choose what aligns with your dreams and passions.





Have you ever heard of the Japanese term "Ikigai"? It emphasizes a career combining your personal interests, sense of purpose, and meaning to the world. Once you've made a choice, ask yourself a few questions: Are you ready? What do you feel? What would you do if you made another choice? With your Ikigai, you will experience substantial happiness and sense of fulfillment. Consult your internal compass, and listen to your gut feelings.

If you haven't found your Ikigai yet, don't fret, my friend! Life is a long journey, and as adolescents, you still have a long way to go. In this article, I shared my experience just to convey one important message: Shoot for the moon. Even if you miss, you'll land among the stars. Don't be afraid of failure. In fact, you never lose - you either win or learn. If you can treat failure as a stepping stone like I did, you'll be able to get there one day.

Should you pursue your interests and dreams? Well, why not? Just remember any path you take necessitates perseverance and bravery. You've got this!

