

A Letter of Complaint

Dear Sir/Madam,


I am writing to express my dissatisfaction about my visit to your museum. I had great expectations for your museum yet the trip was unfortunately disappointing.

One of the primal reasons for my disappointment would be the exhibits being dull. When I first heard of your newly-opened museum being located at the Peak, I expected the exhibitions to be fascinating and attractive. However, my expectations were shattered immediately after my visit. As claimed by your museum's website, there should be over 188 'interactive and mouth-watering' exhibits. Yet, throughout my experience, the products and machines were either broken or dull-looking. I went to the Chocolate Paradise Garden for the Sugar Rush game which was a popular exhibit of your museum. However, I was devastated to see the game being under maintenance. I tried to use the claw machine on the other side of the room but the machine was broken as well. As I walked through the exhibition hall which displayed all kinds of chocolate bars, I was displeased to see the bars being plastic-looking and unreal. The white chocolate bar even had a bit of brown paint at its sides. Besides, as I looked through the map of the museum, there were hardly 99 exhibits. The experience of chocolatey goodness was truly unimpressive and full of disappointment.

Another cause of my dissatisfaction with my trip would be the unhygienic and awful Chocolate Stations. I imagined the stations to be filled with high-end delicious treats. However, while I was going to get a piece of chocolate from the station, I was horrified to see the candies being half-melted and poorly cut into pieces. The milk chocolate I tried tasted low-quality like it was from the supermarket. The worst issue was as I walked past another station, I noticed that some ants and flies were on top of the box of chocolate. The experience was so disgusting that it made me feel nauseous and I had to go home early. The hygiene of the area should be improved to ensure safe consumption by visitors.

Apart from the boring exhibits and the unpleasant Chocolate Stations, the Chocolate Workshops were unacceptable. I attended the Valentine's Day Chocolate Making Workshop to learn to make a gift for my girlfriend for our anniversary. I expected the





workshop to be pleasant and the staff to be friendly, but my visit proved me wrong with the full opposite of my expectations. When I arrived at the room, I found the staff to be rude and unfriendly with a poor tone as she guided me inside. It was also very confusing throughout the vent as the chocolate dessert we were making was complex with complicated procedures. What made me mad most was the teacher being mean and grumpy during her teaching. I was scolded by her for 6 minutes for not adding more sugar when I did so as my partner was on a diet. She even called me an 'idiot oreo' which made me furious and quit the class in an instant. With the unfriendly staff and complicated recipe, the workshop was truly unpleasant.

From my disappointing experience, it is hoped that follow-up actions could be taken. First and foremost, it would be advised for the machines and displays to be fixed quickly and more exhibits to be added. It would also be great to have the Chocolate Stations cleaned regularly and the workshop staff to be trained. I hope these issues can be addressed as soon as possible and my next visit to the museum will be pleasant.

Yours faithfully,
Chris Wong

