My Hotel Experience: Opinion Essay

Being able to have a few days to yourself without stressing on any homework, running errands or going to work is something everyone wishes for. Throughout this school year, my boyfriend and I decided to go to a hotel during the weekend for his birthday. Before we booked the hotel, we had looked for the most affordable and magnificent looking room in Fort Lauderdale on Groupon. As we're looking at the pictures being shown to us online, we were more than amazed by the price given for such an enormous room. The room we decided to book included a large size T.V, two bedrooms with a queen-sized bed, a really big kitchen, a nice looking bathroom with a large tub and a balcony with a really pleasant view of the beach. The descriptions on Groupon provided information about, not just the rooms, but the hotel as a whole. It mentioned the positive side of their customer service, cleanliness of the room, the beautiful view of the beach, the tasteful food it provides, and even a list of the nearby restaurants. As we were heading to the hotel, we were extremely excited to spend time with each other, especially on the balcony with the beautiful view of the beach. We were more than excited to see and meet a lot of tourists all around, in order to find different connections from numerous amount of people. Because of the way it was described on the website, good customer service, the physical aesthetics, and the overall atmosphere is something we were truly looking forward into experiencing together.

Good customer service is extremely important because it provides positive experiences for people who took part in their organization. The way someone feels about a certain item or a place should be extremely important to the owner of every business due to the way word goes around. For example, if a patient went to a certain hospital and didn't have a good experience with the workers because of the way

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place should be extremely important to the owner of every business due to the way word goes around. For example, if a patient went to a certain hospital and didn't have a good experience with the workers because of the way they were treated, then they have the ability to broadcast that story to the media. Adding such information about a particular business will only convince other clients to have negative aspects of the entire company. From my personal experience, relying on one website to receive information about a particular hotel in order to have a good idea of the service that I would be receiving wasn't the best way for me to have a valid amount of details in order to comprehend and find accurate information about the company as a whole. The reason why I say this is owing to the fact that I only took a look at hotels given on Groupon and relied on one picture that was provided from the company with a description to give me a perfect idea of how things would be. The description included various amounts of details about how good of a service they have provided every customer with, especially when it came to their 24-hour room service. Unfortunately, the description has failed me as soon as I arrived at the hotel. Before heading to our room, my boyfriend and I had to go through the valet parking with the confidence that the car will come back in one piece. Before giving the keys to one of the workers, we had to take out our suitcases and many other items we brought. As we were asking the workers information about where to get a luggage rack, the workers seemed completely clueless. They did not provide us with factual evidence and didn't even feel the need to help us carry our items to our room or at least the lobby. I was extremely upset that we had to go through so much only to have the car come back to us with a scratch on the front door. The written representation on the website reassured to every client not to worry because their cars are in good hands, as a client I was not satisfied. Additionally, throughout the middle of the night, my boyfriend and I decided to go to the beach but weren't provided with any towels. We were more than confused about the service given at the hotel and truly will never go back again. As a customer, the owner is expecting me to have a great experience, so I could tell others about how I felt. Unfortunately, I didn't even have the courage to give them a 2-star rating about their service.

My first impression on the hotels' physical appearance wasn't disgusting. The lobby was set up extremely nice and well organized. They mostly used colors like red, gold and white to give you the royal feeling. It made me feel as if I stepped into a whole new state like a tourist that keeps a smile on their face. As we visited outside, we were more than amazed by the beauty of the arts showcased. They had multiple paintings that told meaningful stories on the wall and sculptures that were shaped in interesting ways that allowed you to think about what the artist was thinking of when they made this. The weather made it look and feel even better because of how sunny and windy it was. The wind made the trees around move in one beat as if it was dancing to the soft music in the background. In the middle of the area, provided a bar where adults over the age of 21 could drink, make jokes and have the time of their lives. Thankfully, they had happy hours and some adults were nice enough to give kids above the age of 18 the service to get them a drink and relax for a while. Across the street was a beautiful view of the beach with multiple kids playing beach ball or football with their family members. There were couples everywhere making love the way it should be in bed. Even though I felt uncomfortable by how inappropriate it looked, I learned to mind my business and enjoy the few moments I get to spend with my man alone. After looking at the view outside, we headed upstairs with our items being more excited to see how the room will look. We expected it to be so big and beautiful because of how appreciated we felt with the amount of beauty given outside and the pictures we saw.

When we thought we it wouldn't get better, the elevators amazed us by the size, it's physical

appearance and the paintings that were also showcased on the wall. After getting out the elevator, my man and I decided to have a quick race to see who would get to our room first. Of course, I won, but I wasn't happy that I did due to how disappointed I became. Instead of having a room that includes two different chambers, we were provided with a single room that includes two "big" beds. We did not receive a large-sized TV, and it didn't even have cable so we had to use our computer to watch Netflix movies and shows. It also didn't provide us with a large tub or a big kitchen. Instead, it was just a regular bathroom that did not seem clean enough in my eyes. It also didn't provide a tub for us to sit in and have a bubble bath with candles all around. My boyfriend paid extra money for us to receive a balcony, but we didn't get to have one because they "ran out" of rooms. We were already upset about their customer service and almost had the chance to let it go because of how aesthetic everything looked, but once again we were disheartened. The cleanliness of the room was not perfect, but it was good enough because of how elegant the white sheets look in the middle of the room. It could have definitely been a better experience because I don't exaggerate situations, but it's embarrassing for me to have to speak to a manager to let them know what they're doing wrong and the number of improvements that are needed when it comes to communicating with various customers with different personalities.

Overall, I've come to the realization that we shouldn't always trust the things we see online because it's never really promised that the information given is valid. It's extremely important to look at the reviews, ask others for their opinions, call the place perhaps to get more information about certain things you might be concerned with and even look into the website to know whether it's legit. Doing all of those steps will allow you to get a closer idea to how your experience will turn out to be, so that way you won't be expecting for too much or maybe too little. Due to my experience, you could tell that a company that provides good customer service is extremely important because it plays a really big role because of the way it can affect everything as a whole. The overall atmosphere should match the information provided into the descriptions because it allows you to make a better judgment about the place you chose to attend. For example, If you were planning to go to a party area with your friends, you would expect it to be crowded by the number of individuals around, noisy by the sound of the music and people talking, colorful by the different colors in style and a lot of movements by the way others decide to move their body. Now imagine you arrive at the place, and everything was the complete opposite, by the way, everything was quiet and boring, Wouldn't you be disappointed? In order to avoid such experience, it's important to do a lot of research that provides you with factual evidence before making a decision. To conclude, I'm not completely upset that I had to go through such a horrible day because I definitely learned a lesson from it and it also gives me the ability to help others and convince them not to make the same mistake that I did.