

# Ant Farm Weekend



Manager, Dew Drop Inn  
Rural Route 89-B  
Beantown, Calif.

Dear Sir or Madam,

I recently spent an evening at your motor inn along with a party of eleven others, and the accommodations your staff provided did little to favorably impress any of us. We had reserved four double rooms plus four singles more than a month ago, but when we arrived, the concierge said it was Ant Farm Weekend and the Inn was overbooked. As a "favor," he tried to squeeze all of us into a storage closet that would've given a Lilliputian claustrophobia! We had driven a long way that day and were looking forward to a good night's sleep in what you advertise as "the comfortablest (*sic*) beds in town." Instead, we got a single padded table next to a room in which some rowdy patron alternated between singing "Vaya con Ant Farm" and mistreating the ice cube machine, all night long. It just makes good business sense to honor your patrons' reservations. When you don't, you are providing inferior customer service, which sullies the reputations of all of us in the hospitality industry.

Respectfully,  
Conrad "Connie Jo" Hilton, Vice President  
Howard Johnson Enterprises