

Ladies and gentlemen, thank you for allowing me a moment to speak. I understand we all came here for a relaxing stay, but I have encountered a few issues with the amenities that I'd like to address. Firstly, the air conditioning in my room is not functioning, leaving the room quite uncomfortable. Additionally, the hot water in the shower does not seem to be working properly. I appreciate the efforts of the hotel staff and hope these issues can be resolved promptly to ensure a pleasant stay for everyone. Thank you for your attention.