

Long wait times at check-in/check-out

Uncomfortable beds/pillows

Noise from neighboring rooms

Lack of cleanliness in rooms

Limited or slow Wi-Fi connectivity

Inadequate room amenities (e.g. toiletries, towels)

Difficulty in finding parking

Hidden fees or unexpected charges

Unresponsive or unhelpful staff

Lack of privacy in rooms

Poorly maintained facilities (e.g. pool, gym)

Unreliable room service

Limited dining options

Inconsistent room temperatures

Uncomfortable furniture in rooms

Poor lighting in rooms

Lack of accessible outlets for charging devices

Limited or unavailable room service options

Unpleasant odors in rooms or common areas

Inadequate security measures

Lack of on-site amenities (e.g. spa, business center)

Inconvenient location

Limited or unavailable on-site dining options

Limited or unavailable concierge services

Difficulty in obtaining extra bedding or pillows

Inefficient or slow elevators

Lack of assistance with luggage

Unreliable housekeeping services

Lack of information about hotel services and amenities

Inadequate soundproofing in rooms

Uncomfortable temperature controls in rooms

Limited or unavailable room accessibility for guests with disabilities

Lack of pet-friendly accommodations

Inefficient or ineffective complaint resolution process

Unavailable or limited late-night dining options

Inadequate or unavailable room maintenance services

Lack of eco-friendly practices or amenities

Inadequate or unavailable recreational activities on-site

Unavailable or limited shuttle services

Unreliable or inconsistent room cleaning schedules

Lack of child-friendly accommodations or activities

Inadequate or unavailable room storage space

Limited or unavailable in-room entertainment options

Uncomfortable or insufficient seating in rooms

Lack of on-site laundry facilities

Inadequate or unavailable room accessibility for elderly guests

Limited or unavailable on-site event or meeting spaces

Unreliable or inconsistent wake-up call services

Unavailable or limited room upgrades or special requests

Inadequate or unavailable room assistance for guests with medical conditions or special needs