From: Mark Kruea
To: regulatory; Brenda Bethune; Amy Prock; Marty Brown; Stephie Parran; karen.riordan@visitmyrtlebeach.com; Stephen.Greene@mbhospitality.org; Diana.Greene@VisitMyrtleBeach.com; Jeffrey.wisniewski@mbhospitality.org
Cc: City Council; Kaycey Vrettos; cpendergrass@cityofmyrtlebeach.com
Subject: Unhappy hotel guest
Date: Tuesday, June 9, 2020 3:43:50 PM

All…

I spoke with a very unhappy guest of the Sandcastle Oceanfront. He was trying to reach the mayor, and ended up on my telephone. Stan Locklear, 405-833-5398. Here's his short story.

He arrived at noon Sunday, but couldn't check into his room until 4:00 p.m. When he did, he found the room was dirty (uncleaned from the last guest), and was transferred to another room at 6:00 on Sunday. His room wasn't serviced by housekeeping yesterday, and he complained. No change of linens, no bed made, no toilet cleaned, no trash emptied, no clean towels – nothing. No response to the complaint, and no cleaning. Room still not serviced today by housekeeping; same list of things not done. He complained again and eventually spoke to John Neal, whom he identified as the general manager. According to Mr. Locklear, Mr. Neal told him that neither the city nor OHSA requires them to clean the rooms daily – or apparently at all. Mr. Locklear is very unhappy that his $450 stay doesn't include any services. Given COVID-19 and the emphasis on cleanliness and sanitation, he finds this completely unacceptable. I've explained that we don't have a city regulation or law that requires hotel to clean rooms in any particular way. Executive Order 8B, which is still in effect, I believe, specifies various cleanliness protocols for common areas and public spaces, but I don't see where it says anything about the individual hotel rooms, although one certainly could extrapolate that. Mr. Locklear expects a refund and an explanation for why guests would be so treated. He is surprised that the general manger did not offer an apology or make any other attempt at placating the guest. Mr. Locklear claims to be a well-off businessman and promises to take his complaint to the governor and the media. I indicated that I would pass his message on to the mayor, to the Chamber of Commerce, to the Hospitality Association and to our police regulatory unit, inasmuch as Executive Order 8B is still in effect. He would appreciation a phone call, at a minimum. He's leaving tomorrow.

Thanks,
Mark

photograph

The employees of the City of Myrtle Beach are a diverse group of individuals who blend their unique talents to create the most effective, elite team of public servants in South Carolina.

Mark Kruea

Public Information Director

p: 843-918-1014
m: 843-450-1695
e: MKruea@cityofmyrtlebeach.com

PO Drawer 2468
Myrtle Beach, SC 29578-2468

www.cityofmyrtlebeach.com

*** WARNING *** All e-mail correspondence to and from this address may be subject to public disclosure under the South Carolina Freedom of Information Act(FOIA). 2007