

From: Angry Hotel Patron
Sent: Friday, August 01, 2008 12:09 AM
To: The Gladstone Hotel
Subject: Complaint

To Whom It May Concern,

I was attending an event at your establishment today. I've been to your hotel for events in the past, as well, but I saw something this evening that makes me wonder if I'll ever visit the Gladstone again.

I saw your bellhop standing outside of the hotel basically assault someone today. A homeless guy who was trying to gain entry to the hotel. Now, I'm not saying that I necessarily side with the homeless person, as he wasn't exactly minding his own p's and q's. But your bellhop basically warned this guy, upon his wanting to enter the hotel, that he'd have to "do his job" if the homeless guy kept wanting to enter the hotel.

I didn't know that sucker punching the guy in the stomach was part of your bellhop's job description. Your bellhop then told the guy, who was obviously in pain from the punch to the gut, that he didn't hit him that hard. The homeless guy fell to the ground, at which point your bellhop then kicked the guy, forcing him to roll over on the sidewalk. At some point in this action, your bellhop then yelled at the homeless man to "get the f_ck out of here".

I'm quite simply appalled at your bellhop's behaviour. I'm not siding with the homeless guy, but he wasn't being that belligerent, either. He certainly didn't need to get hit. Some assertiveness, not aggression, could have easily done the trick.

I wound up leaving my event not long after this happened, as I didn't want to be part of a scene where violence is actually encouraged. I hope that, in the future, the Gladstone Hotel doesn't routinely conduct this type of violence in front of its guests.

Best,
Angry Hotel Patron

Hi,

Thank you for your email. I wanted to respond to you right away in order to put your mind at rest. The scene that you witnessed last night was actually part of a performance of *The Gladstone Variations* – a site-specific production by Convergence Theatre. The show consists of 4 short plays during which audiences of about 20 people follow the actors through various public spaces in the hotel. Most of the scenes take place inside the hotel, but one of the plays begins with the scene that you witnessed just outside the front doors. We have signs posted in our lobby and on our guest floors letting hotel guests and events' patrons know that there is a play going on. Obviously, this communication did not reach you and we apologize that you were understandably alarmed. We in no way condone violence of this sort towards guests or anyone else, and in fact all of our (real) staff take part in anti-violence workshops bi-annually to train them to appropriately hand potentially violent situations or guests.

The Gladstone Variations was first launched here during the Toronto Fringe Festival in 2007, and due to the overwhelming success and glowing reviews we agreed to a 3 week re-launch of the production this summer. I've pasted information about the play below. The producers, Convergence Theatre, say they would be happy to offer you two complimentary tickets to a performance of your choice, should you wish to attend.

Thank you very much for taking the time to communicate your concern. We value your business and hope to see you here at the Gladstone sometime soon.

Sincerely,
The Gladstone Hotel