

Guest Incident Report Follow-Up

Date: [Insert Date]

To: [Insert Guest's Name]

From: [Insert Your Name]

Subject: Follow-Up on Your Recent Incident Report at [Airport Name]

Dear [Guest's Name],

Thank you for bringing the incident you experienced on [Insert Date of Incident] to our attention. We take all guest feedback seriously and strive to ensure a safe and pleasant travel experience for everyone.

After thoroughly reviewing your report, we have taken the following actions:

- [Action Taken 1]
- [Action Taken 2]
- [Action Taken 3]

We genuinely appreciate your feedback and would like to offer [mention any compensation, if applicable]. Your satisfaction is important to us, and we are committed to resolving any issues that arise.

If you have any further questions or concerns, please do not hesitate to reach out to me directly at [Your Contact Information].

Thank you for your understanding, and we hope to welcome you back to [Airport Name] in the future.

Sincerely,

[Your Name]

[Your Position]

[Airport Name]

[Airport Contact Information]