

# Guest Incident Report Follow-Up

Date: [Insert Date]

Dear [Guest Name],

We hope this message finds you well. We are following up regarding the incident that occurred during your recent stay at [Hotel Name] on [Incident Date]. We understand the importance of your experience and want to ensure that we address all your concerns.

Our management team has thoroughly investigated the incident and has taken the following actions:

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

Your feedback is invaluable to us, and we appreciate your understanding. As a gesture of goodwill, we would like to offer you [Compensation Offer, if any].

If you have any further comments or suggestions, please do not hesitate to reach out to us directly at [Contact Information]. We genuinely value your patronage and are committed to improving our services.

Thank you for choosing [Hotel Name]. We look forward to welcoming you back in the future.

Warm regards,

[Your Name]

[Your Position]

[Hotel Name]

[Contact Information]