

# Guest Incident Report Follow-Up

Date: [Insert Date]

To: [Hotel Management/Manager's Name]

From: [Your Name/Your Position]

Subject: Follow-Up on Guest Incident Report - [Incident Number]

Dear [Hotel Management/Manager's Name],

I hope this message finds you well. I am writing to follow up on the incident reported by our guest, [Guest's Name], on [Date of Incident], regarding [brief description of the incident].

As per our previous discussion, we have taken the following steps to address the matter:

- [Step 1: Description]
- [Step 2: Description]
- [Step 3: Description]

We have also offered our sincere apologies to the guest and ensured that their concerns are being taken seriously. Feedback from the guest was positive regarding our promptness in addressing the issue.

Please let me know if further action is required or if there are additional recommendations on how we can improve our guest services moving forward.

Thank you for your attention to this matter. I look forward to your response.

Best regards,

[Your Name]

[Your Position]

[Hotel Name]

[Contact Information]