

Dear [Guest's Name],

Thank you for reaching out to us regarding your recent stay at [Hotel Name]. We sincerely apologize for the maintenance issues you experienced during your visit.

We take matters like this very seriously and are committed to providing our guests with a comfortable and enjoyable experience. Our maintenance team has been notified, and they are currently addressing the issues you described.

Your feedback is invaluable to us, and we appreciate your patience and understanding. As a gesture of our commitment to your satisfaction, we would like to offer you [describe any compensation, e.g., a discount, free night, etc.].

We hope to welcome you back to [Hotel Name] soon and provide you with a flawless experience. Should you have any further concerns or inquiries, please do not hesitate to call me directly at [Your Phone Number].

Thank you for your understanding.

Sincerely,
[Your Name]
[Your Position]
[Hotel Name]