

Dear [Guest's Name],

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

Your feedback is invaluable to us, and we take your concerns very seriously. We are currently addressing the situation with our housekeeping team to ensure that our standards are upheld and that such incidents do not occur in the future.

As a gesture of our commitment to better serve you and all our guests, we would like to offer you [compensation, e.g., a discount, free night, etc.]. We hope this will help make up for your experience.

Please know that we appreciate your feedback and hope to welcome you back to [Hotel Name] for a much improved experience in the future.

Warm regards,

[Your Name]

[Your Position]

[Hotel Name]

[Contact Information]