

Dear [Guest's Name],

Thank you for taking the time to share your feedback regarding your recent stay with us at [Hotel Name]. We sincerely apologize for the inconvenience you experienced with the room amenities during your visit.

We strive to ensure all our guests have a comfortable and enjoyable stay, and we regret that we did not meet your expectations in this regard. Please be assured that your comments have been taken seriously, and we are addressing the issues you raised with our team to prevent them from occurring in the future.

As a gesture of our commitment to providing excellent service, we would like to offer you [specific compensation, e.g., a complimentary stay, discount, etc.] for your next visit. We hope this will encourage you to give us another chance to serve you.

Thank you once again for your feedback. If you have any further concerns, please do not hesitate to reach out to us directly at [contact information].

Warm regards,

[Your Name]

[Your Position]

[Hotel Name]

[Contact Information]