

Dear [Guest's Name],

Thank you for reaching out regarding your recent reservation with us. We sincerely apologize for the discrepancies you experienced during your stay.

At [Hotel Name], we strive to provide our guests with the highest quality of service, and it appears we fell short in your case. Your feedback regarding [specific issue, e.g., wrong room type, booking error] has been noted, and we are currently investigating the matter to ensure it does not happen again.

As a gesture of our commitment to your satisfaction, we would like to offer you [compensation details, e.g., a discount, free night, etc.] for your next stay. We hope this will encourage you to give us another chance to serve you better.

Once again, we apologize for the inconvenience and appreciate your understanding. If you have any further questions or concerns, please do not hesitate to reach out to us directly at [contact information].

Thank you for choosing [Hotel Name]. We look forward to welcoming you back soon!

Sincerely,

[Your Name]

[Your Position]

[Hotel Name]

[Contact Information]