

# Response to Your Concern

Dear [Guest's Name],

Thank you for reaching out to us regarding your recent experience at [Hotel/Company Name]. We sincerely apologize for the delay in service you encountered during your stay.

Your feedback is incredibly important to us, and we take matters like this very seriously. Please rest assured that we are taking steps to ensure that such delays do not happen in the future.

We appreciate your patience and understanding, and as a token of our apology, we would like to offer you [compensation, e.g., a discount, free service, etc.]. We hope that this will enhance your next experience with us.

Once again, we apologize for the inconvenience you faced and thank you for your valuable feedback. We look forward to welcoming you back soon.

Sincerely,

[Your Name]

[Your Position]

[Hotel/Company Name]

[Contact Information]