

Letter of Appeal for Resolution on Unsatisfactory Hotel Experience

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Hotel Manager's Name]
[Hotel Name]
[Hotel Address]
[City, State, Zip Code]

Dear [Hotel Manager's Name],

I hope this letter finds you well. I am writing to formally appeal for a resolution regarding my recent stay at [Hotel Name] from [Check-in Date] to [Check-out Date]. Unfortunately, my experience did not meet the expectations that were promised and what I had hoped for during my visit.

During my stay, I encountered several issues, including [briefly describe the issues, e.g., cleanliness of the room, poor customer service, amenities not functioning, etc.]. Despite bringing these concerns to the attention of your staff, I felt that they were not adequately addressed, leading to a disappointing experience.

I have always chosen [Hotel Name] due to its reputation for quality and customer satisfaction, and I was disheartened by this experience. I believe it is critical for businesses to understand and address their customers' concerns, and I sincerely hope my feedback will assist in improving services for future guests.

As a resolution, I would appreciate [state your desired outcome, e.g., a refund, a discount, complimentary stay, etc.]. I believe this would go a long way in restoring my faith in [Hotel Name] and its commitment to customer satisfaction.

Thank you for taking the time to consider my appeal. I look forward to your prompt response to this matter.

Sincerely,

[Your Name]