Guest Complaint Resolution Summary

Date: [Insert Date]

Guest Name: [Insert Guest Name]

Reservation Number: [Insert Reservation Number]

Complaint Summary:

[Insert brief description of the guest's complaint]

Resolution Steps Taken:

- [Step 1: Description]
- [Step 2: Description]
- [Step 3: Description]

Final Resolution: [Insert final resolution offered to the guest]

Guest Feedback: [Insert any feedback received from the guest regarding the resolution]

Thank you for your understanding and for allowing us the opportunity to resolve the matter.

Sincerely,

[Your Name]

[Your Position]

[Hotel/Company Name]

[Contact Information]