

Guest Issue Escalation Letter

Date: [Insert Date]

To: [Manager's Name]

Position: [Manager's Position]

Hotel Name: [Hotel Name]

Address: [Hotel Address]

Dear [Manager's Name],

I hope this message finds you well. I am writing to formally escalate an issue that I have encountered during my recent stay at [Hotel Name] from [Start Date] to [End Date]. Despite my previous attempts to resolve this matter with the staff, I have not received a satisfactory resolution.

The issue I am facing is as follows:

- **Issue Description:** [Briefly describe the issue]
- **Previous Interactions:** [Mention previous attempts to resolve the issue]
- **Desired Resolution:** [State what you believe is a fair resolution]

I trust that you will treat this matter with urgency and look forward to your prompt response. Thank you for your attention to this pressing issue.

Best regards,

[Your Name]

[Your Contact Information]

[Reservation Number]