

Date: [Insert Date]

Dear [Guest Name],

On behalf of [Hotel Name], I would like to sincerely apologize for the inconvenience you experienced during your recent stay with us. At [Hotel Name], we are dedicated to providing our guests with the highest standard of service, and it is clear that we fell short of those expectations in your case.

Please accept our heartfelt apologies for [briefly mention the specific issues, e.g., delays in room service, cleanliness concerns, etc.], which undoubtedly caused discomfort and disappointment. We deeply regret any frustration or inconvenience this may have caused during your stay.

We value your feedback and are addressing the issues you raised by [outline corrective actions, e.g., conducting additional staff training, reviewing service procedures, or enhancing room inspections]. Your experience has provided us with important insights, and we are confident these improvements will ensure significantly higher service quality for all our guests.

As a gesture of our commitment to your satisfaction, [mention any compensation if applicable, such as a discount, complimentary night, or other offer]. We truly appreciate your patronage and would be grateful for the opportunity to welcome you back and provide you with the seamless, enjoyable experience you deserve.

Once again, I apologize for any inconvenience and thank you for bringing these matters to our attention. Please do not hesitate to contact me directly at [contact information] should you have any further concerns or if there is anything more we can do for you.

We look forward to restoring your faith in [Hotel Name] and hope to host you again soon.

Warm regards,  
[Your Name]  
[Your Position]  
[Hotel Name]  
[Contact Information]