

Warm Personal Welcome Back Message

Dear [Guest Name],

Welcome back to [Hotel Name]! It's wonderful to see familiar faces, and we're absolutely delighted that you've chosen to stay with us again.

Since your last visit, we've made several exciting improvements that we think you'll love. Our restaurant has introduced a new seasonal menu featuring local ingredients, and our spa now offers hot stone massage therapy that has become incredibly popular with our guests.

We've also taken the liberty of noting your previous preferences from your stay records. Your favorite room type on the [floor number] floor has been reserved, and we've ensured that the extra pillows and late checkout you requested last time are already arranged.

As one of our valued returning guests, you're automatically enrolled in our loyalty program if you weren't already, and we've applied a complimentary room upgrade based on availability during your stay.

Our entire team remembers your visit fondly and is excited to make this stay even better than the last. If there's anything special we can arrange for you this time, please don't hesitate to let us know. We're looking forward to welcoming you home again.

With warm regards,

[Name]

Guest Relations Manager

[Hotel Name]

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