

Sincere welcome addressing previous issues

Dear [Guest Name],

Welcome back to [Hotel Name]. I want to personally address the issues you experienced during your previous stay and assure you of our commitment to making this visit exceptional.

We have taken your feedback seriously and implemented several improvements to our service standards. As a gesture of goodwill, we have upgraded your accommodation and included complimentary services that I hope will demonstrate our renewed commitment to excellence.

I will be personally monitoring your stay to ensure everything meets the highest standards. Please contact me directly at [phone/email] if you have any concerns whatsoever.

Thank you for giving us another opportunity to serve you properly.

Sincerely,

[General Manager Name]

General Manager

[Hotel Name]

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