**March 01st 2015,**

**Dear Mr. Guest Name,**

On Behalf of the entire team I want to personally apologize for the disturbance this early morning regarding the fire alarm.

The safety and security of our guests is always our number one priority and we are happy to report that all is safe in the building.

I apologize to you for the inconvenience and the trouble this has caused to you.   
It is not our intention to do this and it brings to our management attention seriously   
as we did some actions to the concerned staff and also taken steps to avoid such issues in future.

We appreciate your business and loyalty to [Mention your hotel name], Please do not hesitate to contact me if you have any questions or concerns.

Enjoy your remaining stay at [City Name]

***Yours sincerely,***

**General Manager**

Ext : 445

Email: gm@yourhotel.com