**To,**

**Ms. Guest Name**

**Address Line 1**

**Address Line 2**

**Address Location, Country**

**Phone no. : (123) 123 4567**

**Facsimile : (123) 123 4567**

**Mobile phone : 123 4567890**

**Sub** : **THANK YOU FOR YOUR COMMENT**

***Dear Ms.Guest Name,***

I am in receipt of your comments, in regards to your stay at [Mention Hotel Name] on room no. #123 on 17th March 2015. We are thanking you in advance for your constructive feedback regarding the pest control issue on the room.

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.

I do hope that you enjoyed your stay with us and we appreciate your business. Please do send me note on your next visit and I will personally make sure that you will find our services and facilities up to your expectation.

Once again we appreciate for sharing your concerns, and it is our hope that you will give us the opportunity to better serve you in the near future.

***Yours sincerely,***

**General Manager**

gm@yourhotel.com