**Letter of Apology**

**February 01st 2015,**

**Dear Mr. Guest Name,**

Please allow me an opportunity to introduce myself; my name is [Mention your name] and I am the Director of Rooms Division at the [Hotel Name], [City Name]. My Guest service team has advised me of the service you received during your stay with us; first and foremost I want to sincerely apologize for this.

We always strive to provide the best service to our guests and especially to regular guest such as yourself and on this occasion we did not exceed your basic expectation.

I would like to extend an invitation to you and your family to stay with us the next time your travel should bring you to [Mention City Name]. Please be kind enough to contact me directly I will personally ensure that your stay is VIP, And I will extend a special discounted rate with complimentary breakfast to order.

I look forward in hearing from you and looking forward to welcome you at [Metion Hotel Name].

***Yours sincerely,***

**Director of Operations**

Hotel Setupmyhotel.com

Email: hi@example.com