

## Sample Customer Service Emails

### Apology Only

Dear [GUESTNAME],

Thank you for choosing the [HOTELNAMELOCATION] for your recent stay.

We value the opinions of our guests and evaluate each message, suggestion, and comment to find out how we can better improve our service to you. We strive to provide services that guests find timely and helpful.

Your feedback from your stay will help us identify opportunities where we can focus on making improvements.

I appreciate you taking the time to share your experience with me. I look forward to serving you in the future.

Sincerely,

[YOURNAME]  
Manager  
[HOTELNAMELOCATION]

.....

### Compliments

Dear [GUESTNAME],

Thank you for choosing the [HOTELNAMELOCATION] for your recent stay.

We appreciate you taking the time to share your comments with us. Your kind remarks are being shared with our staff. We are very pleased that you had a pleasant experience and would like to take this opportunity to thank you for your patronage.

We appreciate your feedback, and we hope to welcome you again in the future.

Sincerely,

[YOURNAME]  
Manager  
[HOTELNAMELOCATION]

.....

### Called Guest and Left Voicemail

Dear [GUESTNAME],

Thank you for choosing the [HOTELNAMELOCATION] for your recent stay.

We are sorry our attempt to reach you by phone at [GUESTPHONE] was not successful. We will be happy to return your call if you would please provide a time when you will be available for us to reach you. Otherwise, if you prefer, you can call me back at [HOTELPHONE] between **DATETIMEAVAILABLE**.

Thank you for choosing the [HOTELNAMELOCATION] and we look forward to assisting you with future travel!

Sincerely,

[YOURNAME]  
Manager  
[HOTELNAMELOCATION]

.....

**Issue: Housekeeping**  
**Offer: Apology and WR Points**

Dear [GUESTNAME]:

We want to take this opportunity to apologize for the service you received during your stay at our [HOTELNAMELOCATION].

We value the opinions of our guests and evaluate each message, suggestion, and comment to find out how we can better improve our service to you. As a gesture of goodwill, we would like to offer **POINTSVALUE** Wyndham Rewards points that you may use towards a future stay at any Wyndham property.

Thank you for choosing the [HOTELNAMELOCATION] and we look forward to the opportunity to better serve you in the future.

Gratefully,

[YOURNAME]  
Manager  
[HOTELNAMELOCATION]

.....

**Issue: Any Situation**  
**Offer: Apology and Discount**

Dear [GUESTNAME]:

We would like to take this opportunity to apologize for your experience as a guest of our [HOTELNAMELOCATION].

We appreciate the time that you took to bring this matter to our attention and assure you that the matter will be looked into. For your inconvenience, we would like to offer you a **\$REFUNDAMOUNT** refund.

Once again, we apologize for your experience and any inconvenience it may have caused you. Thank you for choosing the [HOTELNAMELOCATION] and we look forward to the opportunity to better serve you in the future.

Sincerely,  
[YOURNAME]  
Manager

[HOTELNAMELOCATION]

.....

**Issue: Announce a No-Show Charge**

Dear [GUESTNAME]:

We missed you! We held a room for you on the evening of [ARRIVALDATE] and were sorry to discover that you didn't arrive as planned. We show that the room was guaranteed with your **CREDITCARDTYPE** credit card at a rate of **ROOMRATE** per night, plus tax.

Because your room was guaranteed, and we don't have a record of you canceling your reservation, we have charged your **CREDITCARDTYPE** a no-show charge of one night's room rate. If we have overlooked any pertinent information, or if you have a cancellation number, please let us know.

We are sorry you were not able to stay with us this time and look forward to another opportunity to show you our hospitality.

Sincerely,

[YOURNAME]  
Manager  
[HOTELNAMELOCATION]

.....

**Issues: Credit Card Hold**

Dear [GUESTNAME],

Thank you for contacting the [HOTELNAMELOCATION].

The amount charged to your account is in a pending status. This is not always a permanent charge. When funds are held on a debit or credit card, but not actually charged, you may see a temporary entry of "Pending" or "Temporary Charge." Temporary charges should be released from debit or credit card accounts within a few business days. The exact length of time funds are held, however, is determined by your financial institution, not by the property. Please contact your financial institution for additional information about when the pending charges will be removed from your account. We apologize for any inconvenience this may have caused.

We look forward to serving you in the future.

Sincerely,

[YOURNAME]  
Manager  
[HOTELNAMELOCATION]