

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Recent Visit

Dear :

I want to offer my compliments to you and your hotel staff. I was a recent guest at your hotel for a class reunion and was completely satisfied with both the service and professionalism of your staff.

I called the front desk to ask directions to the nearest drug store so that I could purchase a toothbrush and the attendant was extremely helpful and courteous in providing the directions. Another hotel staff member was at my door with a toothbrush before I could go purchase one.

The excellent service and attention shown by your staff members during my stay has ensured my return to your establishment. I would like to encourage you and your staff to keep up the good work.

Sincerely,

N A M E