

## 酒店英文客人道歉信集合4篇

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### ECMS帝国之家，为帝国cms加油！

道歉信是要向对方陈述无法答应的所请所托的原因，对不愿为的事，可声明自己的一贯主张，对不能为的请托，更应陈述理由，说明自己为什么不能为。以下是小编整理的酒店英文客人道歉信集合4篇，仅供参考，大家一起来看看吧。

#### 酒店英文客人道歉信1

Dear Ms. Iwasaki,

Thank you for your positive comments regarding your experience while staying with the Westin Shanghai.

At the outset, please accept our most sincere apologies for the inconvenience caused. Kindly rest assured that your concern has been well taken and communicated to all concerned for immediate improvement. Ms. Iwasaki, as we've conducted a thorough investigation about all pinpointed issues you brought out. Please allow us to explain the outcome for your reference.

Upon your arrival, our agent failed to locate your reservation. We sincerely apologize as our associate obviously mistakenly implemented the standard checking in procedure. The reservation for you and Ms. Hinako Muto were made early November, and never been d. We understand that you may have requested the King Size room but actually we could not satisfy your request.

#### 酒店英文客人道歉信2

尊敬的宾客：

欢迎您光临本酒店，酒店对此表示十分的感谢。由于酒店新近开业，在各项服务及装修中有不足之处望您多给予谅解，由此对您带来不便，向您表示最诚挚的歉意。

您给予我们的意见：

我们深谙以客为尊的品牌理念，也正是您的评论，让我们看到了服务质量上的疏漏，再次感谢您的意见，我们也会在将来的管理培训中提高并加强相应的业务流程。

衷心期待着您的再次莅临。

祝您及家人：

身体健康

万事如意

此致

敬礼!

道歉人：xx-x

时间：xx-xx年xx月xx日

酒店英文客人道歉信3

尊敬的孙女士：

您好!

首先十分感谢您入住中信井冈山会议中心酒店，同时我们也对5月10日早上发生的事情感到万分地抱歉!此次的问题，我们酒店很重视，酒店总经理与相关部门和当事的员工进行了谈话，要求培训到位。在此因为我们工作的失误给您带来的不便向您郑重地致以深切的歉意!由于本酒店员工沟通不到位，使您有了非常不愉快的入住经历，我诚恳地希望您相信，我们绝对不允许员工如此对待像您这样尊贵的客人。当然，我们也希望在您方便的时候，再次入住我们酒店，我非常希望能当面对您表达歉意。

祝您身体健康!万事如意!

前厅部

20xx年5月10日

酒店英文客人道歉信4

Ms. MITSUKO IWASAKI

3-16-6-804, HIGASHISUNA

KOTO-KU

TOKYO, 136-0074

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Mr. Cheung, Thank you again for giving us your feedback for it is only through such input from our value customers that we are able continuously improve our standards of service. We hope you will indulge us on this occasion and allow us to redeem ourselves by welcome you back in the near future.

May the year of the Rabbit bring you joy and prosperity.

Yours Sincerely,

Alfred Zhuang

Front Office Manager

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