

酒店英文客人道歉信集合5篇

作者：心上人间 来源：ECMS帝国之家 zhann.cn

本文原地址：<https://xiaorob.com/fanwen/shuxin/158564.html>

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5篇，欢迎阅读与收藏。

第一篇: 酒店英文客人道歉信

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，再次谢谢您的意见，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

第二篇: 酒店英文客人道歉信

Dear Mr. Shu

I would like to thank you for choosing the China World Hotel for your recently stay.

On behalf of management and staff, please accept my sincere apologies for the failed to extend your Golden Circle benefits of the King Size bed, golden circle appropriate floor and newspaper.

during your stay with us on 01- 08th Nov.

As our valued guest, your comments and feedback are of utmost importance to us. Mr. Shu, should you choose to return to our hotel, please let me know and I will ensure that your stay will restore you confidence in the quality service upon which the Golden Circle stands.

My apologize once again and thank you for taking time to bring this matter to our attention.

We are looking forward to welcome you back to hotel again if you would like to give us chance to correct our mistake.

Should you have any inquiries, please feel free to contact me.

Kind and best regards.

Alfred Zhuang

Front Office Manager.

Letter 4 (Complain about service Attitude)

Dear Mr. Li

It has been brought to my attention that upon checking in at China World Hotel on Jun 2,

Your experience was one of difficulty.

I would like to express my sincere apologies for the poor attitude of our receptionist when she advised you of the error in your reservation. there is simply no excuse in her behavior as I assure you that the necessary action gas been taken to rectify the lack of service you should have receive.

Unfortunately there was an error in your reservation regarding your arrival date. I am unable to identify where the oversight originated through my investigation however I regret that you were inconvenienced.

Mr. Li, I do hope that I can assure you that your negative experience was an isolated incident, I look forward to welcoming you back in very near future so that we can restore your confidence in the product and service of Shangri-La China World Hotel. Please do not hesitate to contact me directly in business or pleasure bring you back to Beijing.

Sincerely,

Alfred Zhuang

Front Office Manager

第三篇: 酒店英文客人道歉信

Ms. MITSUKO IWASAKI

3-16-6-804, HIGASHISUNA

KOTO-KU

TOKYO, 136-0074

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 deleted. We understand that you may requested the King Size room but actually we could not satisfy your

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

第四篇: 酒店英文客人道歉信

我亲爱的王先生：

欢迎来到XX酒店。您的到来让全体员工倍感荣幸！

你一直是酒店的VIP，努力为你对酒店的接待和服务做到最好，希望每次入住都能给你留下美好的回忆。我们很抱歉这次忘记给你送早餐券了。是酒店服务的粗心给你带来了这样的VIP。感谢您的批评和指正，以便我们能够改进并继续为您提供更完善的服务。

XX酒店是省内著名的五星级酒店，曾获中国酒店业最高奖——“金星奖”，遍布全国各地的连锁店，让你可以有XX人的服务陪伴你无处不在。为您这样的尊贵客人提供服务是我们莫大的荣幸，您的舒适是我们最大的工作目标！

酒店加强了员工对贵宾的认识。以后去西餐厅吃饭的时候，只要写明你的名字，服务员就会带你去预定的座位吃饭。如果您有任何服务需求，请随时联系副经理（内线：25），我们随时恭候您的订单！

此敬

敬礼

xxx

20xx年xx月xx日

第五篇: 酒店英文客人道歉信

November 03,

Mr. Shen Nan Ping

Flat 20F, Block 1

Robinson Heights

8 Robinson Road

Hong Kong

Dear Mr. Shen

We are sorry to learn of the unpleasant experience you had encountered during your last stay with us on Jun. 13-15, 1999 as incorrect amount was charged onto your Visa Card account, it should be RMB 6787 instead of RMB 3887.42.

We have made a full investigation into matter and regret to say that it was our staff's mistake, therefore, we ask for your kind understanding as human error is bound to creep in on occasion and accept our most sincere apologies to you in this respect.

Mr. Shen, attached is copy of your hotel bill and amended Visa Card voucher with correct amount Indicated for your reference and perusal. If you have any queries, please do not hesitate to contact Us.

Once again, our most sincere apologies and we look forward to opportunity of redeeming ourselves to welcoming you back to China World Hotel in near future.

Your sincerely

Alfred Zhuang

Front Office Manager

更多书信范文 请访问 <https://xiaorob.com/fanwen/shuxin/>

文章生成PDF付费下载功能，由[ECMS帝国之家](#)开发