

MAIL to SELF

Respected Mr/Mrs. (Guest's name),

It was extremely kind of you to return to our hotel after your last visit. We thank you for your patronage.

Since the last time you stayed at (Hotel's name), we have made many changes to provide more comfort and better services to our guests. As you have witnessed the before and the after renovation status of the hotel, we couldn't think of anyone more suitable to give us more genuine feedback.

If you have noticed, starting from the parking lot, to the rooms, and the lounge, there were many new things incorporated to provide a better guest experience. We request you to please complete our online survey card that will take only a few minutes. It will help us maintain our exceptional services.

We sincerely hope your stay this time at (hotel's name) was a memorable and productive one.

The staff of our hotel wishes to serve you again soon.

Thank you once again

Manager's name and signature