

Customer Feedback Response Template

Guest Name:

Enter guest name

Date:

Enter date

Reservation/Stay Details:

Reservation number, room suite, dates of stay

Response

Dear [Guest Name],

Opening message, e.g. thank you for your feedback

Address specific feedback raised by guest. Demonstrate empathy and resolve concerns as appropriate.

Offer resolution or next steps. Invite for future stay or further discussion if needed.

Sincerely,

Manager Name & Title

Property Name

Contact Information