Date:

To

[The Recipient Name]  
[Address]

Dear Mr. [name]

**Subject: Compliments on excellent service**

I stayed in your hotel with my family from (date) to (date). The purpose of my visit to (city name) was some professional commitments but my family came along in the hope of sightseeing. I was concerned that they would get bored because I had a busy schedule at work. When we reached your hotel, the manager on duty greeted us and showed us our rooms.

When I enquired about any local attractions or tour groups that my family could join while I was busy attending official meetings, he assured me that he would look for something appropriate and let me know soon.

The next morning, he sent up plans for 2 different trips and asked my family to select the one that they fancied more. My family chose to go on a visit to the nearby fish farm. When I joined them in the evening, I was delighted to hear that they had a very good time.

It was only possible due to the manager's personal interest that all the days of our stay were full of interesting events and similar outings for my family. I would also like to mention one more thing that made our stay very enjoyable.

My daughter has food allergies, which were communicated at check-in, and we are glad to report that during our entire stay all those points were kept in mind, and we had no complaints regarding food. We want to compliment you on the excellent service that you provide.

 Your entire staff and especially your manager Mr. (name) is very well-trained and efficient. They take an active interest in the hotel guests and treat them with the utmost respect.

We enjoyed our trip and if we visit (name of the city) again, we would love to stay at your hotel again.

Yours Sincerely.

Name  
Designation  
Department name