

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Guest Relations Manager
JW Marriott [Hotel Name]
[Hotel Address]
[City, State, Zip Code]

Dear Guest Relations Manager,

I hope this message finds you well. I am writing to formally express my disappointment regarding my recent stay at the JW Marriott [Hotel Name] from [check-in date] to [check-out date].

Unfortunately, my experience fell short of the high standards I expected from your esteemed hotel. Specifically, [briefly describe the issues: e.g., "the cleanliness of my room was subpar," "I encountered multiple issues with customer service," "the amenities were not functioning as promised," etc.].

Despite bringing these concerns to the attention of your staff during my stay, I felt that my issues were not adequately addressed.

I would greatly appreciate a response regarding how you plan to address my concerns to ensure better experiences for future guests. Thank you for your attention to this matter.

Sincerely,

[Your Name]
[Reservation Number, if applicable]