

[Your Name]  
[Your Position]  
JW Marriott [Location]  
[Hotel Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]  
[Guest's Name]  
[Guest's Address]  
[City, State, Zip Code]

Dear [Guest's Name],

Thank you for taking the time to share your feedback regarding your recent stay at JW Marriott [Location]. We sincerely apologize for the inconveniences you experienced during your visit, and we appreciate your understanding as we work to resolve this matter.

We value our guests' feedback and take all concerns seriously. After reviewing your situation, we have taken the following steps to address your complaint: [briefly outline the actions taken or intended to resolve the issue].

As a token of our commitment to improving our services, we would like to offer you [mention any compensation, if applicable, e.g., a complimentary stay, discount, etc.]. We believe that your next experience with us will reflect the high standards we strive to maintain.

Once again, we apologize for any discomfort and inconvenience caused. We are grateful for your understanding and hope to welcome you back to JW Marriott [Location] in the near future.

Warm regards,

[Your Name]  
[Your Position]  
JW Marriott [Location]