

Sample email entry on my previous job as a hotel reservation agent:

Customer's email:

Hi,

I am requesting for a refund from my recent stay in Heritage hotel. The bathroom is dirty and it stinks. This is not the hotel that I'm expecting to stay in for a week. I expect my refund within this week.

George

My response:

Dear George,

Thank you for contacting us.

We understand how frustrating it is for you to stay in that hotel. This is not the kind of service that we want you to have. Since we do value you as one of our customers, we immediately contacted the hotel to inform them of your issues and to request for a possible refund. Great news! The hotel approved the full refund and this would take 3-5 business days depending on your financial institution.

We appreciate your business and thanks for choosing us as your travel partner.

Grace