

Date

Dear Guest Name,

On behalf of the entire team, welcome to our Resort. Our aim is to exceed your expectations with a very simple service philosophy based on two short words, "Can Do!"

We are all committed to this high level of service and coupled with our Hotel Name culture; our intention is to provide you with service that is unobtrusive yet all encompassing. Our resort is very small and personal, which affords us the opportunity to hear from you on a daily basis.

To achieve deep relaxation, tranquility and to balance all the senses, our Hotel Name Spa introduces its innovative Indulgence Spa Package. Please visit the Hotel Name spa to see what wonderful massages, therapeutic treatments and holistic sessions we have available. Each consists of a unique combination of therapies designed to bring about a comforting sense of well-being and equilibrium.

We have been requested by our guests to discourage the use of mobile phones in the public areas so please help keep the peace and tranquility by not using a mobile phone in the restaurants or by the pool. You are encouraged to call us personally if there is anything you need and to this end we have listed the key guest contact managers below:

Name	Front Office Manager
Name	Executive Housekeeper
Name	Executive Chef

My only concern is to ensure your stay is an unequivocal success. It would be my pleasure to hear from you should you need my assistance.

Kind Regards,

Name  
General Manager