Dear Prrinta Inc:

Initially, please allow me to apologize for the unpleasant experience your company has encountered regarding accommodation, conference halls, and catering. And please allow me to explain to you what has happened.

Firstly, regarding our failure to book the correct number of rooms for you. Because we have just conducted a recruitment process, the interns are not yet familiar with the business. We have strengthened employee training and hope to earn your company forgiveness by offering a 88% discount on your next accommodation.

Secondly, regarding the failure to provide you with a suitable conference hall. Because it is currently the off-season for hotel sales, we have extended the inspection cycle of the facilities and did not promptly detect air conditioning faults in the conference hall. We have conducted a comprehensive inspection of all facilities and hope to provide a compensation gift to all attendees.

Thirdly, about the fish for lunch. This is our most apologetic point. Our hotel has always insisted on using the safest and healthiest food, but this time, our salmon supplier has encountered serious food safety issues, which have caused physical damage to some sales personnel. We deeply apologize! We are willing to bear all the medical expenses of these 20 guests and compensate each person with a $100 shopping card, hoping to compensate them for some losses.

We are very sorry for the bad experience we have brought to your company. All employees of our hotel will reflect on this issue and are committed to providing better service to your company. We hope that your company can give us an opportunity to make up for this mistake.

Regards,  
Nero’s Palace Hotel