

case number: CASE-0001

contact date: 9/3/22

customer first name: Margo

customer last name: Martinez

customer email: lwilson@example.com

reservation number: RES-2990

hotel name: Lakeside Resort

hotel city: Seattle

check in date: 12/23/22

check out date: 1/2/23

case description: Customer called us to help book her a room for the holidays. We went over several options and finally landed on the Lakeside Resort in Seattle. She said it's also her son's birthday, so she asked if we could do something special for him. We told her we would leave the note with the hotel, but it's not guarantee. She agreed. She pre-paid over the phone and confirmed her reservation. Sent her a confirmation email.

money spent: 1856.02

customer since date: 1/11/23

case status: CLOSED

case number: CASE-0002

contact date: 1/19/23

customer first name: Alex

customer last name: Williams

customer email: jsmith@example.com

reservation number: RES-1659

hotel name: Lakeside Resort

hotel city: Miami

check in date: 10/30/23

check out date: 11/12/23

case description: Customer had questions about the check-in process at Lakeside Resort. They are visiting Seattle to attend a friend's wedding and wanted to ensure a smooth check-in experience.

Alex Williams, who had recently stayed at Lakeside Resort in Miami, contacted our support team on 1/19/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 333.28

customer since date: 1/29/22

case status: CLOSED

case number: CASE-0003

contact date: 2/26/24

customer first name: Emily

customer last name: Davis

customer email: jjohnson@example.com

reservation number: RES-2281

hotel name: Mountain Retreat

hotel city: Denver

check in date: 6/24/23

check out date: 7/8/23

case description: Customer needed assistance with extending their stay at Ocean View Hotel. They are from Chicago and visiting for a family reunion. Their favorite activity is visiting the local museums. Emily Davis, who had recently stayed at Mountain Retreat in Denver, contacted our support team on 2/26/24. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1701.8

customer since date: 1/4/23

case status: OPENED

case number: CASE-0004

contact date: 7/8/22

customer first name: Alex

customer last name: Jones

customer email: jjohnson@example.com

reservation number: RES-6050

hotel name: City Central Inn

hotel city: San Francisco

check in date: 1/17/24

check out date: 1/19/24

case description: Customer called to request an upgrade for their reservation at City Central Inn. They are celebrating their birthday and mentioned their favorite restaurant is The Gourmet Bistro in Austin. Alex Jones, who had recently stayed at City Central Inn in San Francisco, contacted our support team on 7/8/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 596.55

customer since date: 2/9/22

case status: OPENED

case number: CASE-0005

contact date: 5/19/22

customer first name: John

customer last name: Jones

customer email: dmiller@example.com

reservation number: RES-7040

hotel name: Lakeside Resort

hotel city: Chicago

check in date: 1/22/23

check out date: 2/4/23

case description: Customer needed assistance with extending their stay at Ocean View Hotel. They are from Chicago and visiting for a family reunion. Their favorite activity is visiting the local museums. John Jones, who had recently stayed at Lakeside Resort in Chicago, contacted our support team on 5/19/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1280.59

customer since date: 12/6/22

case status: OPENED

case number: CASE-0006

contact date: 5/17/23

customer first name: Laura

customer last name: Miller

customer email: awilliams@example.com

reservation number: RES-5823

hotel name: Mountain Retreat

hotel city: Chicago

check in date: 6/13/22

check out date: 6/23/22

case description: Customer reported an issue with the billing process at Lakeside Resort. They are from San Francisco and often travel for leisure. They mentioned their favorite park is Golden Gate Park. Laura Miller, who had recently stayed at Mountain Retreat in Chicago, contacted our support team on 5/17/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1506.51

customer since date: 11/11/22

case status: OPENED

case number: CASE-0007

contact date: 9/12/23

customer first name: John

customer last name: Smith

customer email: awilliams@example.com

reservation number: RES-9412

hotel name: Mountain Retreat

hotel city: Los Angeles

check in date: 4/8/24

check out date: 4/9/24

case description: Customer followed up on a previous complaint regarding noisy neighbors at Mountain Retreat. They mentioned their hometown is Los Angeles and that they often travel for work. John Smith, who had recently stayed at Mountain Retreat in Los Angeles, contacted our support team on 9/12/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1061.45

customer since date: 4/5/22

case status: CLOSED

case number: CASE-0008

contact date: 9/1/22

customer first name: Jane

customer last name: Johnson

customer email: mbrown@example.com

reservation number: RES-3991

hotel name: Ocean View Hotel

hotel city: Seattle

check in date: 1/28/22

check out date: 2/1/22

case description: Customer reported an issue with their reservation number not being recognized. They plan to visit Denver for a business trip and need confirmation. Their favorite coffee shop is Joe's Café. Jane Johnson, who had recently stayed at Ocean View Hotel in Seattle, contacted our support team on 9/1/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1161.82

customer since date: 3/9/22

case status: OPENED



case number: CASE-0009

contact date: 10/14/23

customer first name: Laura

customer last name: Smith

customer email: jjohnson@example.com

reservation number: RES-5610

hotel name: City Central Inn

hotel city: Miami

check in date: 12/11/23

check out date: 12/20/23

case description: Customer called to inquire about the amenities available at Ocean View Hotel.

They are celebrating their anniversary and mentioned their favorite restaurant is The Seafood Shack. Laura Smith, who had recently stayed at City Central Inn in Miami, contacted our support team on 10/14/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1779.91

customer since date: 8/30/22

case status: CLOSED

case number: CASE-0010

contact date: 2/9/23

customer first name: Alex

customer last name: Wilson

customer email: lwilson@example.com

reservation number: RES-4499

hotel name: City Central Inn

hotel city: Chicago

check in date: 5/17/23

check out date: 5/20/23

case description: Customer followed up on a previous complaint regarding noisy neighbors at Mountain Retreat. They mentioned their hometown is Los Angeles and that they often travel for work. Alex Wilson, who had recently stayed at City Central Inn in Chicago, contacted our support team on 2/9/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1762.7

customer since date: 12/12/22

case status: CLOSED

case number: CASE-0011

contact date: 5/17/22

customer first name: John

customer last name: Davis

customer email: dmiller@example.com

reservation number: RES-1964

hotel name: Lakeside Resort

hotel city: Los Angeles

check in date: 5/29/23

check out date: 5/30/23

case description: Customer needed assistance with extending their stay at Ocean View Hotel. They are from Chicago and visiting for a family reunion. Their favorite activity is visiting the local museums. John Davis, who had recently stayed at Lakeside Resort in Los Angeles, contacted our support team on 5/17/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1361.55

customer since date: 9/11/22

case status: OPENED

case number: CASE-0012

contact date: 7/12/23

customer first name: Sarah

customer last name: Wilson

customer email: dmiller@example.com

reservation number: RES-3728

hotel name: City Central Inn

hotel city: Seattle

check in date: 7/11/22

check out date: 7/21/22

case description: Customer complained about the cleanliness of the room at City Central Inn. They mentioned they are from New York and often stay at hotels during their travels. Sarah Wilson, who had recently stayed at City Central Inn in Seattle, contacted our support team on 7/12/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1127.02

customer since date: 9/27/22

case status: OPENED

case number: CASE-0013

contact date: 4/17/24

customer first name: Emily

customer last name: Wilson

customer email: sdavis@example.com

reservation number: RES-8659

hotel name: Mountain Retreat

hotel city: New York

check in date: 10/17/23

check out date: 10/22/23

case description: Customer had questions about the check-in process at Lakeside Resort. They are visiting Seattle to attend a friend's wedding and wanted to ensure a smooth check-in experience.

Emily Wilson, who had recently stayed at Mountain Retreat in New York, contacted our support team on 4/17/24. They expressed concerns about their recent experience and needed assistance.

Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered,

hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They

emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that

they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and

thanked them for their patience and understanding.

money spent: 378.16

customer since date: 9/15/22

case status: OPENED

case number: CASE-0014

contact date: 6/16/23

customer first name: David

customer last name: Brown

customer email: ejones@example.com

reservation number: RES-2849

hotel name: City Central Inn

hotel city: Seattle

check in date: 2/25/24

check out date: 2/26/24

case description: Customer reported an issue with their reservation number not being recognized.

They plan to visit Denver for a business trip and need confirmation. Their favorite coffee shop is Joe's Café. David Brown, who had recently stayed at City Central Inn in Seattle, contacted our support team on 6/16/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this

issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1573.9

customer since date: 2/7/23

case status: CLOSED

case number: CASE-0015

contact date: 10/12/23

customer first name: John

customer last name: Miller

customer email: jsmith@example.com

reservation number: RES-5691

hotel name: Mountain Retreat

hotel city: Denver

check in date: 1/14/22

check out date: 1/23/22

case description: Customer had questions about the check-in process at Lakeside Resort. They are visiting Seattle to attend a friend's wedding and wanted to ensure a smooth check-in experience.

John Miller, who had recently stayed at Mountain Retreat in Denver, contacted our support team on 10/12/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had

recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1239.67

customer since date: 1/12/22

case status: OPENED

case number: CASE-0016

contact date: 3/13/22

customer first name: Sarah

customer last name: Smith

customer email: jjohnson@example.com

reservation number: RES-3785

hotel name: Ocean View Hotel

hotel city: Chicago

check in date: 11/7/23

check out date: 11/18/23

case description: Customer called to request an upgrade for their reservation at City Central Inn. They are celebrating their birthday and mentioned their favorite restaurant is The Gourmet Bistro in Austin. Sarah Smith, who had recently stayed at Ocean View Hotel in Chicago, contacted our support team on 3/13/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our



services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1325.17

customer since date: 3/28/23

case status: OPENED

case number: CASE-0017

contact date: 1/24/23

customer first name: Michael

customer last name: Johnson

customer email: sdavis@example.com

reservation number: RES-6293

hotel name: City Central Inn

hotel city: Seattle

check in date: 11/25/22

check out date: 12/7/22

case description: Customer reported an issue with the billing process at Lakeside Resort. They are from San Francisco and often travel for leisure. They mentioned their favorite park is Golden Gate Park. Michael Johnson, who had recently stayed at City Central Inn in Seattle, contacted our support team on 1/24/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They

emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1774.18

customer since date: 3/1/22

case status: CLOSED

case number: CASE-0018

contact date: 8/23/23

customer first name: Sarah

customer last name: Brown

customer email: mbrown@example.com

reservation number: RES-3261

hotel name: City Central Inn

hotel city: Los Angeles

check in date: 6/27/22

check out date: 7/9/22

case description: Customer had questions about the check-in process at Lakeside Resort. They are visiting Seattle to attend a friend's wedding and wanted to ensure a smooth check-in experience. Sarah Brown, who had recently stayed at City Central Inn in Los Angeles, contacted our support team on 8/23/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would

investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1344.86

customer since date: 4/23/22

case status: CLOSED

case number: CASE-0019

contact date: 2/1/22

customer first name: Laura

customer last name: Brown

customer email: ejones@example.com

reservation number: RES-6177

hotel name: Lakeside Resort

hotel city: Seattle

check in date: 5/2/22

check out date: 5/11/22

case description: Customer followed up on a previous complaint regarding noisy neighbors at Mountain Retreat. They mentioned their hometown is Los Angeles and that they often travel for work. Laura Brown, who had recently stayed at Lakeside Resort in Seattle, contacted our support team on 2/1/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered,

hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1779.46

customer since date: 6/13/22

case status: OPENED

case number: CASE-0020

contact date: 5/21/23

customer first name: Alex

customer last name: Brown

customer email: jjohnson@example.com

reservation number: RES-5837

hotel name: Mountain Retreat

hotel city: Denver

check in date: 1/20/24

check out date: 2/3/24

case description: Customer had questions about the check-in process at Lakeside Resort. They are visiting Seattle to attend a friend's wedding and wanted to ensure a smooth check-in experience. Alex Brown, who had recently stayed at Mountain Retreat in Denver, contacted our support team on 5/21/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided

detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1441.35

customer since date: 9/8/22

case status: CLOSED

case number: CASE-0021

contact date: 10/5/22

customer first name: Margo

customer last name: Martinez

customer email: lwilson@example.com

reservation number: RES-2990

hotel name: Lakeside Resort

hotel city: Seattle

check in date: 12/23/22

check out date: 1/2/23

case description: Customer called again to follow up on the reservation that she pre-booked. She said she called the hotel directly and they don't have her reservation. Her reservation is a month away, so we told her they probably just hadn't entered it in the system yet. We told her not to worry, this is normal. She explained how she doesn't want anything to go wrong because it's the holidays

and it's also her son's birthday. She also mentioned how her favorite restaurant, The Whaler was right down the street and that she hadn't been there in years and she's very excited about the trip. Told her to call us back if anything. She agreed.

money spent: 1856.02

customer since date: 1/11/23

case status: CLOSED

case number: CASE-0022

contact date: 1/21/23

customer first name: Alex

customer last name: Williams

customer email: jsmith@example.com

reservation number: RES-1659

hotel name: Lakeside Resort

hotel city: Miami

check in date: 10/30/23

check out date: 11/12/23

case description: Customer followed up with additional questions about the early check-in process and requested an airport shuttle service. Alex Williams, who had recently stayed at Lakeside Resort in Miami, contacted our support team on 1/21/23. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also

mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 333.28

customer since date: 1/29/22

case status: CLOSED

case number: CASE-0023

contact date: 2/28/24

customer first name: Emily

customer last name: Davis

customer email: jjohnson@example.com

reservation number: RES-2281

hotel name: Mountain Retreat

hotel city: Denver

check in date: 6/24/23

check out date: 7/8/23

case description: Customer followed up to confirm the extension of their stay and requested information about local museum exhibits. Emily Davis, who had recently stayed at Mountain Retreat in Denver, contacted our support team on 2/28/24. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also

mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1701.8

customer since date: 1/4/23

case status: OPENED

case number: CASE-0024

contact date: 7/10/22

customer first name: Alex

customer last name: Jones

customer email: jjohnson@example.com

reservation number: RES-6050

hotel name: City Central Inn

hotel city: San Francisco

check in date: 1/17/24

check out date: 1/19/24

case description: Customer followed up to confirm the upgrade request and asked about any special birthday arrangements available. Alex Jones, who had recently stayed at City Central Inn in San Francisco, contacted our support team on 7/10/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are pleasant and hassle-free. They also



mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 596.55

customer since date: 2/9/22

case status: OPENED

case number: CASE-0025

contact date: 5/21/22

customer first name: John

customer last name: Jones

customer email: dmiller@example.com

reservation number: RES-7040

hotel name: Lakeside Resort

hotel city: Chicago

check in date: 1/22/23

check out date: 2/4/23

case description: Customer followed up to ensure the extension of their stay was processed and asked for recommendations on local family-friendly restaurants. John Jones, who had recently stayed at Lakeside Resort in Chicago, contacted our support team on 5/21/22. They expressed concerns about their recent experience and needed assistance. Despite enjoying certain aspects of their stay, they faced challenges that needed resolution. They provided detailed information about their reservation and the specific issue they encountered, hoping for a swift and satisfactory resolution. Our support team assured them that we would investigate the matter thoroughly and keep them informed throughout the process. They emphasized the importance of addressing this issue promptly to maintain their confidence in our services and to ensure their future stays are

pleasant and hassle-free. They also mentioned that they had recommended our hotel to several friends and were concerned about the impact of this issue on their reputation. We reassured them of our commitment to resolving their concerns and thanked them for their patience and understanding.

money spent: 1280.59

customer since date: 12/6/22

case status: OPENED

case number: CASE-0026

contact date: 12/20/22

customer first name: Margo

customer last name: Martinez

customer email: lwilson@example.com

reservation number: RES-2990

hotel name: Lakeside Resort

hotel city: Seattle

check in date: 12/23/22

check out date: 1/2/23

case description: Customer is on vacation with her family for the Christmas holidays. It is also her son's birthday. When she arrived at the hotel, they told her that they didn't have her reservation. Apparently the hotel had overbooked reservations and now they don't have any room to accommodate her. As it's over the Christmas holidays, a lot of hotels in the area are sold out. I tried to look around the area to give her options, but it was hard to find options. I gave her 4 options, The Hilton by The Sea, The Five Seasons Inn, The Travel Resort, or the Marriott by Hilton. As she had to consult with her family, she told me she would call back later to give us her decision. I told her to hurry because hotels are selling out fast since it's the holidays. She understood. She also asked us if we could upgrade her room for the trouble. I told her we would have to check with our manager

and would let her know when she calls back with her decision. For other agents reading this note, I already consulted with the manager. When she calls back to give us her decision on which hotel to stay, please upgrade her to the highest room available. We want to make it right.

money spent: 1856.02

customer since date: 1/11/23

case status: OPENED