August 23, 2016

Dear SHAMSHUDIN SAM KARSAN,

On behalf of the entire staff, I personally would like to apologize for the inconvenience with your stay. As a Hilton Honors member, you are one of our most important guests. Thank you for your loyalty to the Hilton family of Hotels.

I wish to ensure that your stay with us is a comfortable and enjoyable one. Please do not hesitate to contact me, or the manager on duty, by dialing “0” if i may rectify this in any way during your stay.

Once again, thank you for participating in the Hilton Honors Program and for staying with us while in the Glen Mills area. We hope to see you again in the near future.

Best regards,

Zakir Syed

Front Office Manager

Ext#6014

Welcome to our property, have a great stay!