Dear Patrice,

Thank you very much for your candid review of your recent stay at our hotel. Your feedback is extremely valuable to us, as we strive to improve with each and every stay. I greatly appreciate your comments about aspects of the room that need updating. It is a pleasure to announce that we will be implementing many of these upgrades to the property within the next couple of months. Our rooms will be getting new mattresses, bed skirts, window treatments, carpeting, in-room accessories, and much more! In taking great care of our charming hotel, our main priority is to be able to offer a very well-maintained and comfortable atmosphere. I hope that I can convince you to change your mind about another visit to our property. Please reach out to me directly at [email] if you would be willing to give us a chance to turn your experience around. It would be such a pleasure to personally welcome you back to our new and improved hotel!

With much appreciation,  
Elanor L. | General Manager