

NEGATIVE

REPUTATION MANAGEMENT COPY BLOCKS



CLEANLINESS

%%NAME%%,
I'm sorry we didn't meet your needs for this stay. We will address this issue with our staff and determine ways to prevent this from happening. Again, thanks for your comments and I hope to have a second chance to earn your business.

I appreciate your feedback, %%NAME%%, – and apologize that we didn't meet expectations this time. Our staff is held to the highest standards of cleanliness, especially in 2021. We will continue to prioritize and explore ways we can keep this from happening again.

%%NAME%%, thank you for giving us details about your stay. I apologize that we didn't meet the standard you should expect when you choose stayAPT Suites. I hope you'll give us another chance to wow you. Thank you for staying with stayAPT Suites!

CUSTOMER SERVICE

%%NAME%%,
Thank you for your feedback. It's our sincere goal to exceed your expectations, and I'm disappointed we were unable to do that this time. We will address this with staff to ensure we don't repeat this mistake. We hope you'll give us another chance!

Customer service is so important to us here at stayAPT Suites, %%NAME%%, and I'm sorry we didn't live up to our standard during your recent visit. Thank you for bringing this to my attention so that I may address my staff to determine how to avoid this from happening again.

%%NAME%%, customer service is of paramount importance to us here at stayAPT Suites. I apologize for any inconvenience resulting from this incident. We desire to create the best experience for you as a guest. We'd love to see you again and have another chance to show you how much you're valued here.

NOISE

%%NAME%%,
I sincerely apologize for the noise issue that degraded your overall experience. Rest is important and we know how frustrating it can be to deal with noise when you're looking for peace. I will review the noise policy with staff so that we may avoid a repeat of this issue for you or any guest. Thank you!

Thank you for bringing this to my attention, %%NAME%%. We strive to provide a peaceful, comfortable experience, and I apologize we were not able to do that for you on your recent visit. I hope you'll return and give us another chance.

%%NAME%%, I so appreciate that you took the time to share this information with me. I'm sorry that we failed to meet the standard we set for ourselves to provide a comfortable stay for all our guests. Rest assured I'll review the noise policy we have here with my staff. Thank you again for your feedback!

NEGATIVE

REPUTATION MANAGEMENT COPY BLOCKS



DIGITAL KEY

%%NAME%%,

Thank you for letting us know about the issues you faced with your digital key. Those are designed for convenience, and we sincerely apologize that they didn't meet that standard for you. We're collecting feedback on this new system to make sure it meets guest needs. We want to ensure every stay with stayAPT Suites leaves a great impression.

I appreciate the time you took to bring issues you encountered to my attention, %%NAME%%. Please accept my apologies for what happened. We'll continue to take feedback such as this to enhance the experience of using this innovative process. I'd like a chance to leave a new impression on you about stayAPT Suites. We hope to serve you again soon!

%%NAME%%, I'm so sorry you didn't have a great experience with our digital key system. Thanks for taking the time to let me know about it. We'll continue to make improvements, and feedback like yours is so valuable to ensuring a smoother experience. We'd love the chance to serve you again.

GENERAL

Hot water/water pressure

%%NAME%%,

Thank you for leaving feedback regarding your recent stay. I'm sorry to hear of the issues you had. We want to create a home away from home in your suite, and your comments will help us to get better. I'll be sure to address this with our maintenance crew, which takes great pride in their work.

Unpleasant surprises

I appreciate that you took the time to share details of your recent stay with us at stayAPT Suites, %%NAME%%. I'm so sorry for the experience you had. We strive to provide a comfortable, pleasant experience for all guests. We'd love to have another chance to demonstrate what our brand of hospitality is all about. Again, thanks for your feedback.

Uncomfortable rooms

%%NAME%%, thank you so much for your review and for sharing details about your stay. We do all we can to keep unpleasant situations like this from happening. Rest assured I'll assess what happened and take measures to prevent it from happening again, thanks to your feedback. We hope to see you again at stayAPT Suites!

GENERAL

%%NAME%%,
I appreciate the time you took to share your experience with us! We want everyone who stays with us to feel they made the right choice to book at stayAPT Suites. Again, thanks for choosing stayAPT Suites and for your kind words!

Thanks for your feedback, %%NAME%% – your opinion means a lot to us. We hold our staff to the highest standards, so it's nice to hear when things go well. We can't wait for you to come to stay with us again!
%%NAME%%, thank you for sharing your experience with

us here. I'm proud of our staff for following through on our commitment to meet a high standard for your stay here. I'll be sure to commend them for a job well done. I hope you'll stay with us again. Thank you for choosing stayAPT Suites!

CLEANLINESS

%%NAME%%,
I appreciate the time you took to share with us how much you enjoyed your stay. It reinforces our commitment to provide a clean, comfortable place for our guests. I look forward to sharing your positive comments with our staff, who take great pride in their work.

Cleanliness is a top priority here at stayAPT Suites, %%NAME%%, and I'm pleased it showed during your visit. Thank you for letting me know these details. I'll be happy to commend our housekeeping staff for a job well done.

%%NAME%%, maintaining a clean, comfortable property is an important goal for us at stayAPT Suites. Thank you so much for pointing out what pleased you on your recent visit. When we hear of guests' stories like this, it reinforces our commitment to being the very best we can be. You're so valued here, and we look forward to serving you again.

GREAT CUSTOMER SERVICE

%%NAME%%,
We so appreciate your note and am pleased we met or exceeded your expectations for your stay. The way we treat our guests is crucial to our business, and your kind words mean a lot. I'll pass these comments on to our staff and encourage them to keep up the hard work. Thank you!

Good customer service is crucial to our business, and we so appreciate your kind words here, %%NAME%%. Our goal is to wow you with every stay, and I'm grateful we could do that for you.

%%NAME%%, thank you for sharing details about your recent stay. I'm thrilled it was a great experience for you and will be sure to commend our staff for good work. They are committed to your comfort and happiness and will be happy to hear your feedback.

NEGATIVE (150 words max)



REPUTATION MANAGEMENT COPY BLOCKS

CLEANLINESS

Thanks for this feedback. I'm sorry we didn't meet your needs. We will address this issue with our staff to improve best practices.

Character count: 131

I appreciate your feedback, %%NAME%%. I'm sorry we didn't meet expectations. We'll continue to make that a priority and explore ways to improve.

Character count: 144

Thanks for giving us details about your stay. We'll reiterate with our staff how important cleanliness is for guests to keep this from recurring.

Character count: 145

CUSTOMER SERVICE

Thank you for your feedback regarding your recent stay. Customer service is crucial to us – we strive to provide the best experience possible here.

Character count: 147

Thank you for bringing this to my attention. I will address my staff to determine how to avoid this from happening again.

Character count: 121

Thanks for your review. I apologize for any inconvenience from this incident. We'll address this issue in hopes of improving the customer experience.

Character count: 149

NOISE

I apologize for the issue during your stay. I will review the policy with staff so that we may avoid this happening again.

Character count: 122

We strive to provide a peaceful, comfortable experience. I apologize we were not able to do that for you and will use your feedback to improve.

Character count: 143

I'm sorry we failed to meet the standard we set to provide a comfortable stay for all guests. I'll review the noise policy we have here with my staff.

Character count: 150

DIGITAL KEY

Thanks for letting us know about issues you faced with your digital key. We're collecting feedback on this system to make sure it meets guest needs.

Character count: 148

Thanks for bringing issues with our key system to my attention. Please accept my apologies. Your feedback will help us improve our processes.

Character count: 91

I'm sorry you had a negative experience with our digital key system. Feedback is valuable in making improvements and ensuring a smoother experience.

Character count: 148

GENERAL

Hot water/water pressure

I'm sorry about the issues you had with the shower in your room. We want to create a home away from home here. Your comments will help us improve.

Character count: 146

Unpleasant surprises

I appreciate that you shared details of your recent stay with us, and am sorry for your experience. Feedback like yours is crucial for our growth.

Character count: 146

Uncomfortable rooms

Thank you for your review. I'll take measures to prevent issues like this from happening again, thanks to your feedback.

Character count: 120

GENERAL

I appreciate the time you took to share your experience! It reinforces our commitment to providing the best stay possible.

Character count: 122

Thanks for your feedback – your opinion means a lot to us. We hold our staff to the highest standards, so it's nice to hear when things go well.

Character count: 145

Thank you for sharing your experience with us here. I'll be sure to commend the staff for a job well done.

Character count: 166

CLEANLINESS

I appreciate the time you took to share with us how much you enjoyed your stay. We'll continue to strive for the highest standards.

Character count: 131

Cleanliness is a priority. I'm pleased it showed during your visit. I'll be happy to commend our housekeeping staff for a job well done.

Character count: 136

Maintaining a comfortable property is important. Stories like this reinforce our commitment to being the very best we can be.

Character count: 125

GREAT CUSTOMER SERVICE

We are pleased we met or exceeded expectations. We love that you were satisfied, and we'll continue to improve with every stay.

Character count: 127

Good customer service is crucial to our business, and we so appreciate your kind words here.

Character count: 92

Thank you for sharing details about your recent stay. Our staff is committed to your comfort and happiness and will be happy to hear your feedback.

Character count: 147