

Dear Mr/Ms/Mrs "Guest Name",

Good morning! Please allow me to introduce myself, my name is ****GM Name****, the General Manager of the Quality Inn in beautiful ****City****, IN.

We are very excited about anticipating your arrival, and the commitment to your satisfaction which is our sole priority.

All Choice Hotels are rated through guest surveys, which score each hotel on its accommodations, service, and hospitality. You may receive a survey either via email, or through the mail, which has a grading scale with "10" being the highest level.

We are graded solely by the percentage of "10's" awarded. In other words, a score lower than "10" means we did not meet your standards. If you feel that any part of your stay is not worthy of a "10" please allow us the opportunity to fix it while you are still here. Simply dial "0" from any phone in the building to connect to Guest Services.

Remember, your Satisfaction is our #1 Goal!

****GM Name****, General Manager
999-999-9999