

Chapter 3 Solution

Dear Marcus,

Thanks for writing to us about the 500 Landon Points missing from your account balance for your November 6 stay at our Freemont, Michigan location.

I'm very sorry that our Desk Clerk didn't credit you properly for this stay.

I can certainly understand why you are frustrated, especially because the same thing happened to you in August. We should be recording your Landon Points automatically. I'm sorry you've had to check in with us more than once.

I've reviewed your records for account 11223456, and I've added the 500 points to your balance. As a goodwill gesture, I've also added an additional 250 points.

Thanks for being a frequent guest at Landon Hotels. We look forward to seeing you again soon.

Sincerely,