

Negative message

Business



May 17, From, XX Relation Officer Diamond Princess Cruise California. To, Mrs. Erica Evander 2408 Fairview Road, Costa Mesa, CA 92629. Sub.: Compensation offer in Diamond Princess Cruise liner

Dear Madam

We greatly appreciate the fact that you had chosen our cruise ship for 16-night voyage with scheduled stops in Singapore, Hong Kong, Shanghai and other Asian ports. We make efforts to provide best services to our valued customers at Diamond Princess. But at times, we have to make tough decisions for their safety. The sea storm in the current voyage had forced us to reschedule ports in order to avoid the dangerous typhoon. Customers' safety and wellbeing have always been our priority and circumventing the storm was never an option. We therefore had to make some unpleasant but essential decisions for rescheduling the stops.

But the good news is that, we would like to compensate you for the discomfort caused due to the rescheduling of routes. We understand that credit of \$250 for on-board spending did not meet your expectations, but that was the best we could offer under the circumstances. We would now like to give 50% discount to our esteemed customers on a future cruise within the next one year. This is our way of showing our commitment towards you and the ways we can best serve your interests which would enhance your pleasure.

We look forward to your stay in Diamond Princess in the near future. We affirm that your wellbeing and safety will always remain our priority and it would be our constant endeavour to provide you with best experience in the cruise.

Thanking you

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Sincerely

XX.

Public Relation Officer