# Positive Online Review Example & Response

Sample Negative Review: My experience at XYZ Hotel where I stayed for a recent business trip was horrible. The staff was rude and very unhelpful. If I could give them zero stars, I would.

**Reviewer Name:** Frank Frequent Flyer

**Stars:** 5

Customer Service Response Template: Hello Frank, I just read your review of our hotel and I want to apologize for your recent experience. I am Amanda Walker, Customer Happiness Manager, and would love to get more details about your experience so we can improve our service. If you're open to this, contact me at [contact details] so we can discuss. Again, I convey my sincerest apologies.

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