

Gesendet: Donnerstag, 9. September 2010 23:02

An: info

Betreff: Re: Thursday. September 2 - 6, 2010

Dear Ms Schneider:

I wanted to let you know that we had a wonderful time in Erding and at the Herbsfest. Thank you very much for ensuring that our stay was comfortable. Our room was excellent and I have made a note in our file to ask for that room, or similar, when we come next year.

However, the real purpose for this e-mail is to thank the desk clerk who was working Sunday, September 5 in the late morning (short, blonde hair). We were a group of 12 people. She overheard our conversation with respect to taking the train into Munich. As a result, she recommended that we purchase three 5-person day passes for 18.80 Euro each. Having paid 10.20 Euro for a single day pass on Friday, September 3, it was obvious that we would purchase the group passes. We had no idea that such group passes were available until she told us. We truly appreciate her advice as it certainly saved the group a lot of money. This is a good example of excellent customer service provided by the Best Western Parkhotel Erding. Danke.

Please let her know that we were all truly thankful for her recommendation.

Until next year,

Petra McDonald
Boulder, Colorado, U.S.A