

THE HOTEL UPGRADE EMAIL TEMPLATE

A polished pre-arrival note for requesting a complimentary upgrade or special touch.

BEST TIME TO SEND 3-5 days before arrival, after your reservation is confirmed.

SUBJECT

Upcoming Stay for [Guest Name] - [Reservation Dates]

Dear [Hotel Name] Team,

My name is [Assistant Name], and I'm [Guest Name]'s assistant. I'm reaching out on their behalf to confirm their upcoming stay and ensure that everything is properly arranged for a smooth and seamless check-in.

[Guest Name] is currently celebrating their birthday during a trip through [City/Region], so we're especially looking forward to making this stay a memorable part of the journey. Could you please confirm that the reservation is in place and that all booking details are correct?

If there are any complimentary room upgrades or special touches available for the celebration, we would be very grateful if you could consider [Guest Name] for one. We completely understand that any upgrades or additional amenities are subject to availability.

Thank you very much for your assistance. We truly appreciate your help in making sure everything is set for a smooth arrival.

Best regards,

[Assistant Name]

Personal Assistant to [Guest Name]

[Email / Phone, optional]