

M-F 10-5

MNGR RON OH



Hospitality PromiseSM

Making your stay a complete success is our goal. Just let our Manager on Duty or front desk staff know if any part of your stay isn't satisfactory. We promise to make it right or you won't pay for that part of your stay.

4/28/14



Ron Oh

General Manager, CHA
Holiday Inn Express & Suites
Northgate

14115 Aurora Ave. N.
Seattle, WA 98133, USA
T: 206.365.7777 F: 206.365.8888
ronoh2001@gmail.com
www.hiexnorthgate.com



Kevin Bennett

Guest Services Manager
Holiday Inn Express & Suites
North Seattle-Shoreline

14115 Aurora Ave N.
Seattle, WA 98133, USA
T: 206.365.7777 F: 206.365.8888
kbennett.hiex@gmail.com
www.hiexnorthgate.com

Ron Oh 4/28/14

The Laham Family,

We want to sincerely apologize for the trouble you encountered the other evening with our Night Auditor contacting you at such late hours. The way the situation was handled was completely unacceptable & he has been spoken to. You continue to be wonderful long term guests of our hotel & we want to make sure your stay is as comfortable & relaxing as possible. For your inconvenience, we will be comping one of your nights.