



January 11, 2023

The Choice Connection Integration Update: Quality Assurance Program Information

The Choice Connection is your source for updates on every step of our integration journey. Be sure to check out the January update, now posted on CONNECT — click on the Choice Hotels + Radisson Hotels Americas quick link.

This year, we will transition all Radisson Hotels Americas (RHA) hotels to the Choice Quality Assurance Review (QAR) program. Providing guests with a consistent and positive experience remains critical to helping improve your hotel's operations by developing loyal guests and promoting positive feedback. We are dedicated to your success and look forward to working together to bring the full value of our program to your hotel.

Quality Assurance Reviews

We will continue to work with Deloitte to conduct inspections, providing consistency for your hotel and a smooth transition to our scoring methodology. Beginning in March, Deloitte will conduct training, non-accountable QARs for all RHA properties in the United States. We encourage you to join the Deloitte representative during the training QAR that will include a Cleanliness and Condition review of all areas of the hotel, plus a Brand Standards evaluation.

We will provide more information as we move through the process. You can also refer to the FAQs posted on CONNECT in Operations > Brand Standards.

Training and Educational Resources

The 2023 Sample QAR Forms are also posted on CONNECT in Operations > Brand Standards. Please review your brand's Sample QAR Form to ensure your hotel is complying with all required standards. An updated Rules & Regulations document (formerly called Brand Standards Manual) is also available on CONNECT for reference.

In February, we will begin offering virtual compliance training opportunities, where you will have the opportunity to learn about the upcoming training QARs and meet the members of the Brand Standards and Compliance team. Stay tuned for more information on how to sign up for these virtual training sessions.

Contact Information

While your Regional Directors remain your main point of contact, the Choice Hotels Brand Standards and Compliance team is also here to help you with any brand standards related questions. You can contact us anytime at qa.program@choicehotels.com.

We are looking forward to working with all of you and welcome again to the Choice family!