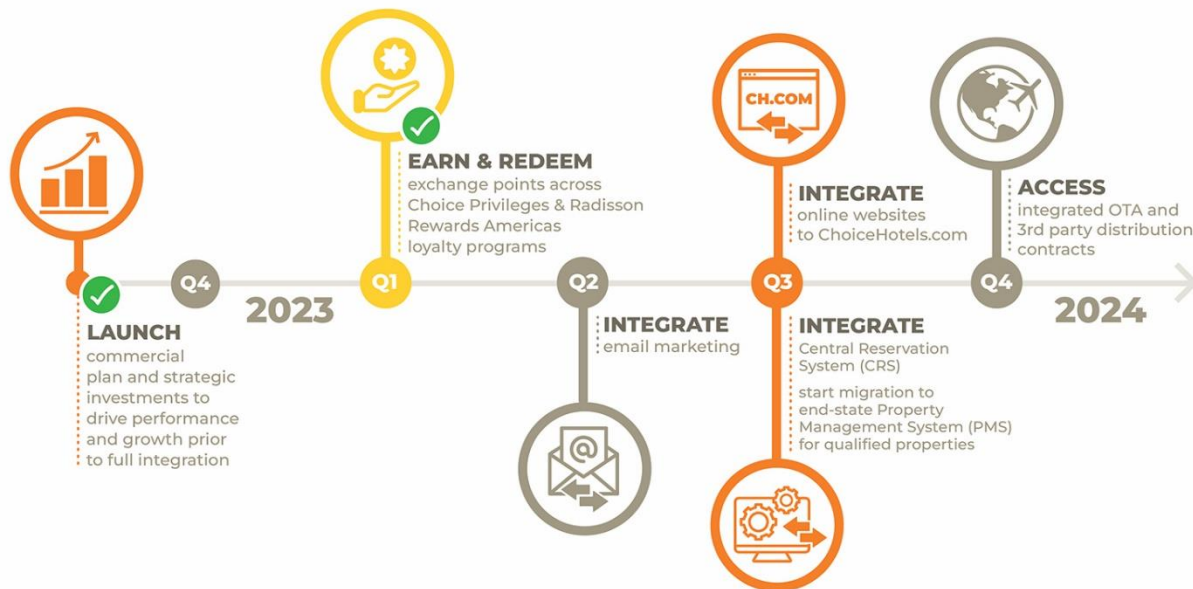




February 1, 2023

The Choice Connection February 2023

The Choice Connection is your source for updates on every step of our integration journey. Be sure to check out the archives posted on [CONNECT](#) — click on the [Choice Hotels + Radisson Hotels Americas](#) quick link.



As you can see from the green check marks on our integration timeline, we are making significant progress on the milestones that are critical to fully integrating your hotels into the Choice system. From yesterday's announcement that our 66 million combined loyalty members can now seamlessly exchange points across their accounts, to the successful move of 6,000 user accounts to Choice University® and the rapid progress that is being made to set

up your Okta accounts allowing you to review and populate your hotel's data, momentum is building as we complete each part of our overall integration plan.

Please continue to check your email and respond quickly to requests for information as we work to bring the power of the Choice systems to your hotel.

Loyalty Program Update: Points Exchange Is Live

It's official! Radisson Rewards Americas and Choice Privileges® members can now seamlessly **exchange points** between their accounts in the two programs and book award nights across our combined portfolio. With the ability to exchange points, your hotel now has exposure to our 66 million combined loyalty members, helping drive additional revenue opportunities to your hotel. Stay tuned for more updates on our loyalty program integration coming soon.

Strong Results Following Choice University Integration

It's been just over a month since we completed the Choice University integration, providing access to our award-winning learning platform and ecosystem to 6,000 new users. In the first few weeks, new users logged in over 6,000 times and 400 attended one of the live ChoiceU webinars. Our **Welcome to the Choice Hotels Family** and the **History of Choice Hotels** videos have been viewed over 1,200 times.

Check Monday's **News to Use** for several upcoming live training and certification opportunities, including Welcome to Choice University, Radisson Hotel Group Americas Leadership Certification – Virtual (Online) and Yes I Can! Train-the-Trainer Certification – Virtual (Online).

Be sure to log on to **ChoiceU.com** regularly for new and updated modules. If you still need to get started, please visit the ChoiceU.com Knowledge and Information Center for resources to help navigate the site and manage your account.

- **ChoiceU.com User Guides and Help Page**
- **Property Admin Guide**

If you have any questions or need assistance, please contact choiceu@choicehotels.com.

Quality Assurance Training Webinars Scheduled for This Month

Last month, we shared details on the **transition** to the Choice Quality Assurance Program. Check your email for an invitation to attend one of the upcoming virtual training sessions that will introduce you to the tools and resources available to help you prepare for your next Quality Assurance Review and to meet the Compliance team.

Hotel Email Distribution System Change

Later this month, we will be transitioning to a new hotel email distribution system. The weekly News to Use, Special Edition News to Use, The Choice Connection and Integration Updates will be sent via the email account: corporate_news@choicehotels.com. The sender will appear in your inbox as Choice Corporate News. To help ensure a smooth transition, please

add this mailbox to your contacts.



The nine Radisson brands, including Park Plaza, Country Inn & Suites, and Park Inn by Radisson, are owned in the Americas regions by Choice Hotels. Outside of the Americas, the brands are owned by Radisson Hotel Group, an unaffiliated company headquartered in Belgium.

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