



NEWS ^{TO} USE

August 7, 2023

Weekly News to Use Updates for Radisson-Branded Hotels

HOST Certification is Now Available!

You can now enroll in the HOST Certification Program through ChoiceU.com. Here's what you need to know:

- As one of the industry's best training programs, this certification will help you lead operations on-property to maximize the value all Choice platforms and tools provide.
- All hotels must have at least one HOST or RHGA certified team member. If you do not have an on-property leader with an RHGA Leadership Certificate, you will need to complete HOST this year.
- **Take action:** Click [here](#) to read more about the program and enroll in HOST. If you have any questions, please contact ChoiceU@ChoiceHotels.com.

Notice: Medallia Guest Survey Delay

With the recent integration-related technology updates, we identified an issue causing fewer post-stay Medallia surveys to be sent to guests than normal. We are currently working to resolve this. Once processes are restored, any missing surveys will be sent to guests.

Notice: Changes to Global Distribution Systems Codes

We are beginning to integrate Choice's presence within the Global Distribution Systems (GDS), which will rollout in phases over the next few months. Once completed, this progressive migration will allow corporate customers or travel agents to shop and book all Choice and Radisson brands under a single chain code within their preferred GDS and within their corporate booking tool.

What is changing?

Through September, legacy Radisson brands will begin to appear under the Choice Hotels 'EC' code instead of the Radisson 'CW' code. The rollout will progress within each GDS weekly by brand starting with Country Inn & Suites by Radisson[®]; then Radisson[®], Radisson Blu[®], Radisson Individuals[®], and Radisson RED[®]; then Park Plaza[®]; and finally Park Inn by Radisson[®] brands.

- SABRE – Week of August 9 -> the week of August 22
- AMADEUS – Week of August 23 -> the week of September 4
- TRAVEL PORT – Week of September 6 -> the week of September 19

Brands will also have a new subcode/affiliate code for booking in the GDS:

- CR - Radisson, Radisson Blu, Radisson Individuals, and Radisson RED
- PQ - Park Inn by Radisson
- PJ - Park Plaza
- CX - Country Inn & Suites by Radisson (existing chain code – no change)

What do I need to do now?

You may hear from a corporate customer or travel agent if they need help cancelling or modifying an existing reservation in the GDS. Please follow your standard processes to help support changes to GDS reservations and direct the corporate customer or travel agent to their GDS Help Desk if they have specific questions about their booking experience.

No other action is necessary. There is no impact to existing reservations and your hotel will automatically be transitioned over to the Choice EC chain and remain bookable by corporate customers or travel agents under your specific subcode.

Notice: Virtual Pay Corporate Customer Reservations

We have identified an issue which may allow corporate customers to book Virtual Pay reservations on [ChoiceHotels.com](https://www.choicehotels.com) and in the GDS at Radisson, Country and Park hotels. Participation in the Choice Virtual Pay corporate payment program is limited to hotels on choiceADVANTAGE[®], so Radisson hotels are currently ineligible to participate. Our Global Sales team is working with the corporate accounts that use Virtual Pay to make them aware of this issue and to help them avoid potential confusion. In the meantime, you may welcome a business traveler who booked Virtual Pay online or in the GDS but is not flagged as a virtual credit card stay in your system. In those cases, please work with the guest to secure payment or to help them modify their reservation.

Get Set for Success - The 2024 Corporate RFP Season is Underway

The 2024 RFP season has begun and now is the time to get ready. Here are a few tips to help make this year's RFP season your best yet.

- Log in to Cvent Transient and check for RFPs regularly.
 - Access Cvent Transient at <https://supply.lanyon.com/>. There is one login for your hotel. If you are unsure what the login or password is, email rdrfp@ChoiceHotels.com with your hotel name and/or property code for assistance.
 - Cvent Transient issues an automated notification whenever a new RFP has launched and is available for completion.
 - Click on 'User options' at the top of the home page to update the email address for your hotel.
 - Complete the bids quickly, preferably prior to the due date provided by the client.
- Thoroughly review your hotel profile in Cvent Transient.
 - Ensure that your hotel profile is complete and accurate, so the Cvent Transient system can do the work for you by auto-populating your RFP responses.

- From the home page, click on Property Management at the top, left and select Property Profile. Click through each tab and review information for accuracy making changes, if needed.
- We recommend that your supplemental questionnaires for COVID-19 and Sustainability and Diversity are complete and accurate with the most up-to-date information on your hotel. Travel managers are using this information to make key decisions on inclusion to corporate travel programs. Don't be left out because of missing information!

Maximize your responses to increase your results!

- We recommend that you review all questions in the RFP and update any information that is incorrect.
 - The questions included in a solicitation are what is requested by the client and are considered important factors in their travel program. Don't run the risk of having your bid declined due to incomplete information. Review the training modules on [ChoiceU.com](https://www.choicehotels.com) to learn more about how to effectively complete your bids.
- Complete and submit the bid by the specified deadline. Or even earlier! Show the client your level of interest by responding to bids in a timely manner.

Looking for more information?

- Complete the Cvent Transient training modules on ChoiceU.com.
 - These easy-to-navigate [modules](#) generally take less than ten minutes to complete and can benefit anyone involved in the RFP process.
- For login/password support or general Cvent Transient questions, contact the RFP team at radrfp@ChoiceHotels.com.

Reminder about Group RFPs in Cvent Supplier Network (CSN)

As part of the Choice integration efforts, your hotel profile was migrated to Choice's Cvent Supplier Network (CSN) account on July 17. Cvent Supplier Network is the group RFP tool used by thousands of meeting planners sourcing group business. If you had an existing CSN username, you should have received an email from Cvent indicating the new account CHOICE001 to use when logging in and a required password reset. Contact Cvent

Support at 866-318-4357, option #2 to obtain a username and/or password reset. Each hotel with a basic listing can have one complimentary username. The Choice Inside Sales team will also email you for Cvent group RFPs but Cvent pushes a real-time email of new RFPs and you can log in from that email as well if you have a username.

Reminder: Register for Our Next Transition Tuesdays Webinar – Revenue Management Tools

During our next edition of Transition Tuesdays, you can join us to learn more about our revenue management tools, including the ChoiceMAX and ChoiceRM programs.

Join us tomorrow at 2 p.m. ET: Click [here](#) to register and submit questions ahead of time.

View past recordings: You can view the Transition Tuesdays you may have missed, as well as FAQs from past sessions, on the [Integration Hub](#).

Mark your calendar: Please prepare to join us to learn about the following topics:

- **August 15:** Property Management Tools – *for properties moving to choiceADVANTAGE[®]*
- **August 22:** Driving Group Bookings with the Global Sales Organization
- **August 29:** Optimizing Your Hotel's Performance
- **September 12:** Drive Business to Your Hotels with Marketing Tools

Choice In The News

Choice Releases First "Choice Privileges State of the American Traveler Survey"

In partnership with Harris Poll, we polled more than 2,000 adults in the

United States to learn about their travel plans and priorities this summer and beyond. Key findings include:

- Most Americans (78%) want to spend less than \$200/night on lodging, while some (27%) prefer to splurge on upscale offerings.
- Loyalty programs are key tools for people to save money while traveling. 41% of Americans said they plan to use hotel/loyalty program points to save money this summer.
- While international travel has been booming this summer, many Americans are still choosing to road trip around the United States.

Polls like this enable us to help you by continuing to capitalize on the consumer trends fueling future demand for travel. Read more about the *Choice Privileges State of the American Traveler Survey* [here](#).

Choice VP Honored for Work in Bringing Hotel Ownership Opportunities to Underrepresented Groups

We're excited to share that **John Lancaster**, our Vice President for Emerging Markets, Franchise Development and Owner Relationships, received the "Chairman's Award" from the National Association of Black Hotel Owners, Operators & Developers (NABHOOD), which advocates on behalf of African American hoteliers. Read more [here](#).



Did you know:

- Choice was the first hotel company to establish a dedicated team solely focused on extending the opportunity of hotel ownership to underrepresented populations.
- Our Emerging Markets Program has supported more than 345 diverse franchisee participants since its development nearly 20 years ago.
- In 2022, Entrepreneur magazine named us one of “The 50 Franchise Companies Doing the Most to Champion Diversity.”

Cambria® Hotels and WoodSpring Suites® Ranked #1 in Guest Satisfaction by J.D. Power Study


We're excited to share that two brands in the Choice system were ranked #1

in their respective segments in the J.D. Power 2023 North America Hotel Guest Satisfaction Index Study:


- **Cambria Hotels** – Top Upscale Brand
- **WoodSpring Suites** – Top Economy Extended Stay Brand
 - This is the second consecutive win for WoodSpring, with the brand having taken top honors in the overall economy segment in 2022.

The annual study measures overall customer satisfaction based on performance in six factors: food and beverage, guest room, hotel facility, communications and connectivity, staff service, and value for price. Learn more [here](#).


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Travel with More



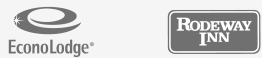
Travel & Relax



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Travel Simply



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