



# NEWS<sup>TO</sup>USE

August 21, 2023

## Weekly News to Use Updates for Radisson-Branded Hotels

### Managing Group Blocks While Using Call Forwarding

As part of the integration of your hotel to [ChoiceHotels.com](https://www.choicehotels.com), there is a temporary change to handling group block reservations at your hotel.

#### What's changing?

- Instead of transferring guests to Call Forwarding, group block reservations, set up, and requests for quotes should be handled by your front desk agents directly.
- We recommend instructing your front desk agents to clarify the guest's needs before transferring them to the Call Forwarding agent:
  - If the guest is seeking any group assistance, please handle those directly on-property
  - If the guest is not booking into a group block, setting up a new block, or requesting a quote for a group, the front desk agent should transfer the guest to Call Forwarding.
- We will provide an update when group block reservations, set up, and request for quotes can be transferred to Call Forwarding again.

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### Updated Call Forwarding Fee Schedule

As we shared in [July](#), Call Forwarding fees are changing, with a focus on your total cost of ownership and the value of being a Choice franchisee. Please

note these temporary changes to the invoicing schedule to adjust to the Choice billing cadence:

<b>Billing Period</b>	<b>Invoice Month</b>
June	July
July	September
August	October
September	October

For all months after, Call Forwarding invoicing will appear on the following month's invoice.

**Questions?** Please contact [cf@ChoiceHotels.com](mailto:cf@ChoiceHotels.com) with any questions.

*\*Applies to hotels in the U.S. and Canada only*

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## **Continue Use of Radisson Rewards Americas Coffee Cups in Your Hotel**

You should now be displaying the Choice Privileges collateral you received in your Welcome Kit in your hotel. If you need to order additional or replacements for these items (listed below), you can do so using [VALO Commerce](#).

However, for existing coffee cup inventory at your hotel, please continue to use your existing Radisson Rewards Americas coffee cups until our vendor inventory is depleted. If you already discarded yours and ordered generic replacements, that is acceptable. However, the next time you need to order coffee cups, please order Radisson Rewards Americas coffee cups.

### **Where should I order more coffee cups?**

- Please purchase Radisson Rewards Americas coffee cups for your hotel from the same vendor you used previously. They are available from HD Supply, Guest Supply, or Consolidated Hospitality Supply (formerly American Hotel Register).

## What if I have questions?

- For questions about finding vendors and products, please contact [procurement\\_help@ChoiceHotels.com](mailto:procurement_help@ChoiceHotels.com).
- For questions about Choice Privileges, please contact [choice\\_privileges\\_hotels@ChoiceHotels.com](mailto:choice_privileges_hotels@ChoiceHotels.com).

Version 1: Radisson, Park Plaza, Radisson Blu, Radisson RED, Radisson Individuals, Radisson Collection (all upscale and upper upscale full service hotels)

- CP Brick
- Brochure
- Cobrand Elevator cling + instructions and mousepad
- Welcome Letter
- CP Overview
- Membership cards and card holders
- Brick Instruction sheet

Version 2: Park Inn and Country

- Acrylic Stand
- POP Poster
- Brochure
- Cobrand Elevator cling and mousepad
- Welcome Letter
- CP Overview
- Membership cards and card holders
- Acrylic Stand Instruction sheet

*\*Applies to hotels in the U.S. only*

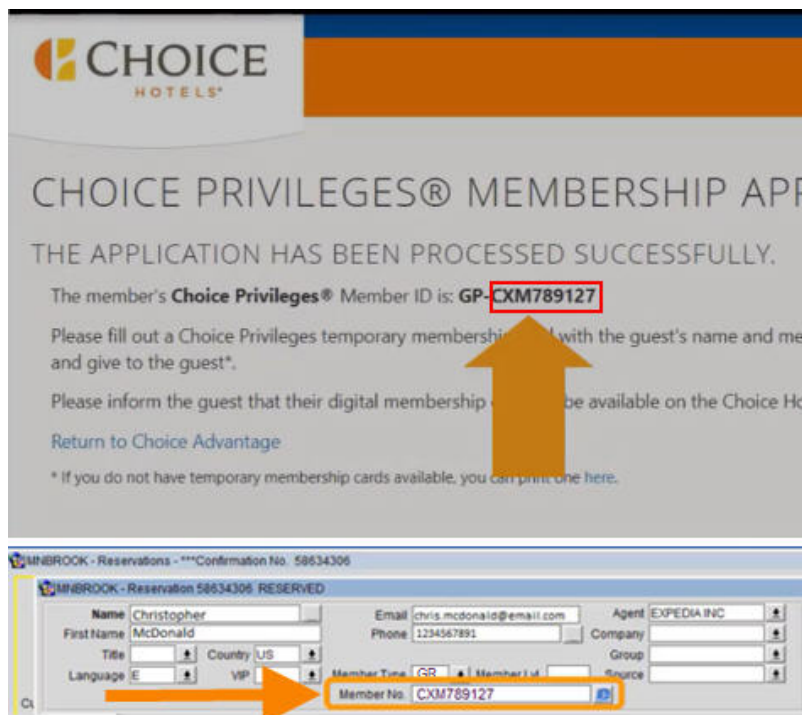
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## Enrolling and Recognizing Choice Privileges Members

Choice Privileges members stay more, spend more, are more likely to book direct, and are more likely to return to your property – making them some of your most valuable guests. This makes it important to enroll guests in the program and recognize members at check-in. Please review the tips below.

## How to Enter the Member Number in the Opera PMS:

- Your front desk staff need to enter ONLY the member number (the member ID which does not include the 'GP-') in the Member No. field in Opera for enrollments and member stays.
- It is important not to include the 'GP-' or other Program Region Codes like ('CN-', 'CE-', 'MX-', and 'AU-') in the Member No. Field in Opera because they are not needed to ensure members and associates receive points on eligible stays.
- See screen shot below for the correct way to enter the member number in Opera



## How to Recognize Elite Members at Check-In with the New Elite Pre-Arrivals Report:

- Run the new Elite Pre-Arrivals Report regularly to prepare for Choice Privileges Elite member arrivals.
- The information in this report overrides any member level information in the Opera PMS.
- You can access the report on ChoiceCentral.com > Quick Links > Property Info Manager > Reports > Choice Privileges Reports > Elite Member Arrivals.

- **Report Tip:** To speed up report results, select your desired arrival dates, elite tiers, and any other considerations and then click 'apply' once at the end.

For questions about Choice Privileges, please contact

[choice\\_privileges\\_hotels@ChoiceHotels.com](mailto:choice_privileges_hotels@ChoiceHotels.com).

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## **Updates to the Interior Design Process for Country Inn & Suites by Radisson**

As part of the integration process, the interior design submittal process has changed for Country Inn & Suites by Radisson. These changes include:

1. **NEW Interior Design Submittal Process:** The Technical Services inbox is no longer active. Please submit your Design Intent and proposed FF&E package(s) to the Interior Design Team using the new online submission portal. Once we have received your submission, a design manager will be assigned and will be in touch within 5-10 business days. ([Online Submission Portal](#))
2. **NEW Design Intent Form:** This is a new form, now required to be submitted through the online submission portal. It streamlines all submissions by guaranteeing all necessary documentation is included within your submission. ([Design Intent Form](#))
3. **Procurement Companies:** We recommend hiring a procurement company to assist with managing your renovation, conversion, or new construction project. If hired, the procurement company is responsible for handling design submittals on your behalf. ([Choice Qualified Procurement Companies](#))
4. **Approved Vendors:** All FF&E must be purchased from brand-approved vendors, per the [Illustrated Product Guide](#) (IPG) and [Supplier List](#).
5. **Additional Resources:** Our teams look forward to assisting you.
  - General Interior Design  
Inquiries: [InteriorDesign@ChoiceHotels.com](mailto:InteriorDesign@ChoiceHotels.com)
  - Architectural Submittals / Inquiries:
    - Renovations/Conversions: [arch.pip@choicehotels.com](mailto:arch.pip@choicehotels.com)
    - New Construction: [arch.newc@choicehotels.com](mailto:arch.newc@choicehotels.com)

- Interior & Exterior Signage Submittals /  
Inquiries: [Terence.Thomas@ChoiceHotels.com](mailto:Terence.Thomas@ChoiceHotels.com)
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**Reminder: Register for Our Next Transition Tuesdays Webinar – Driving Revenue with the Global Sales Organization**

On tomorrow's Transition Tuesdays webinar, we will talk about how you can leverage our global sales organization to help your hotel grow your business and drive revenue to your hotel.

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

**Mark your calendar:** Be sure to join us to learn about these topics:

- August 29: Optimizing Your Hotel's Performance
- September 12: Drive Business to Your Hotels with Marketing Tools

**View past recordings:** You can view previous Transition Tuesdays on the [Integration Hub](#).

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*If you have any questions about News to Use, please contact your Area Director.*