

Program Implementation Kit

TITLE: Medallia Zingle Implementation, all Brands

DATE: June 1, 2022

Table of Contents

- Table of Contents 1
- Introduction 1
- Brand Standard 2
- Oracle-Opera OXI Agreement and Process 2
- Training 2
- IT Support/Help 3
- Adding a global alert in Opera to verify guest phone number..... 3
- Zingle Mobile Application 6
- Implementation Checklist..... 7
- Pre-Loaded FAQ Templates 7
- Automated TouchPoints (Pre-Loaded Zings)..... 9
- Recommended Additional Templates 18

Introduction

Zingle is a real-time guest text messaging platform allowing you to better serve your guests and optimize your processes. From pre-arrival and check-in to service requests, service recovery and express checkout, with Zingle your hotel will have all your guest engagement and service needs in one seamless platform. This means faster communication with guests for a better experience at the defining moments of every part of their stay, and less stress for your hotel team members! And since Zingle is a Medallia product, it also integrates with the Medallia guest survey tool as well, thereby providing you with one succinct place for guest analytics. We are confident Zingle will become one more opportunity for you to create a competitive edge for your hotel and the brand. To learn more about the great success of the RHGA Zingle pilot hotels, visit the [Medallia Zingle + RHGA website](#).



Brand Standard

Guest Satisfaction (Section 300) - Medallia Zingle: All eligible (OPERA Hosted and OPERA Cloud) hotels must participate in the RHGA Medallia Zingle real-time guest text messaging program and must have the Zingle application implemented and operational when scheduled. Please refer to the brand standards manual section for additional details.

Oracle-Opera OXI Agreement and Process

Zingle will fully integrate with the Oracle property management system (PMS). This PMS integration not only automates the guest data transfer process, but it also ensures guest data is completely secure.

Training

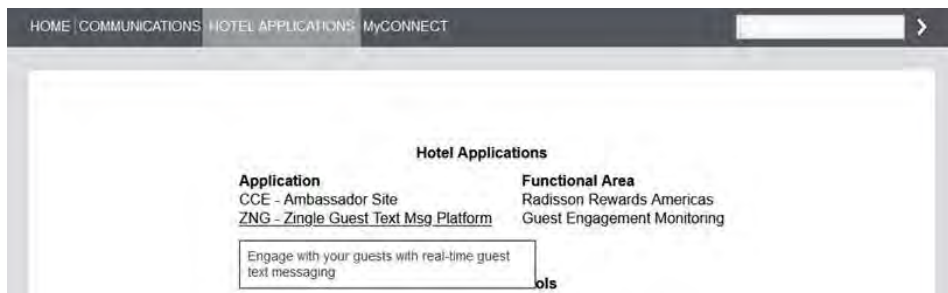
Training modules are available to employees in Radisson Academy Online and should be completed prior to your launch date. Please login to Connect before accessing the training links listed below.

- [RHGA Zingle Standard User Training](#) should be completed by all Zingle users
- [RHGA Zingle Admin User Training](#) should be completed by any administrative users of the system and is required for all General Managers

Accessing Zingle Platform

To access, log into CONNECT a >> Hotel Applications >> ZNG - Zingle Guest Text Msg Platform.

You will be automatically directed to the Zingle platform



Note: All General Managers will be assigned access as an **Administrator** using Single Sign On (SSO) to Zingle upon implementation.



Assigning Users/Removing Users

Ensure the user has been set-up with a RHGA User ID and credentials for CONNECT (CHC) as Hotel User and ZINGLE (ZNG) if adding a new user. This can be done by having your Hotel Administrator create a New User Login within the Hotel Security Application.

Removing Users

To remove click the delete icon against the user you want to remove

What type of roles are available for set up?

Two roles are available - **Administrators** (hotel Supervisors/Managers) and **Standard** (Front desk/PBX operators).

Administrator role (Hotel GM/Supervisors/Managers) allows access to everything on Zingle, including editing verbiage and adding/removing users. It is recommended that a hotel has two Administrator roles assigned.

Standard User (Front desk/PBX operators) role allows for limited permissions:

The following additional permissions can be added to Standard users to further customize their levels of access:

- Can send group messages allows users the ability to send group messages to more than 1 contact at a time
- Can delete contacts allows users to delete individual contacts or delete contacts in bulk from your system
- Can view & export data give users the added permission to view analytics and export information into a CSV file from the conversation pane, analytics, and contacts sections of the platform.

IT Support/Help

For any Zingle related questions, please contact Zingle Support first by clicking the 'Help' button at the top of the Zingle application, then click 'Chat With Us', then click 'Send us a message' and follow the prompts from there. The Zingle support team is also available M-F 8am-8pm EST and Sat-Sun 9am-6pm EST.

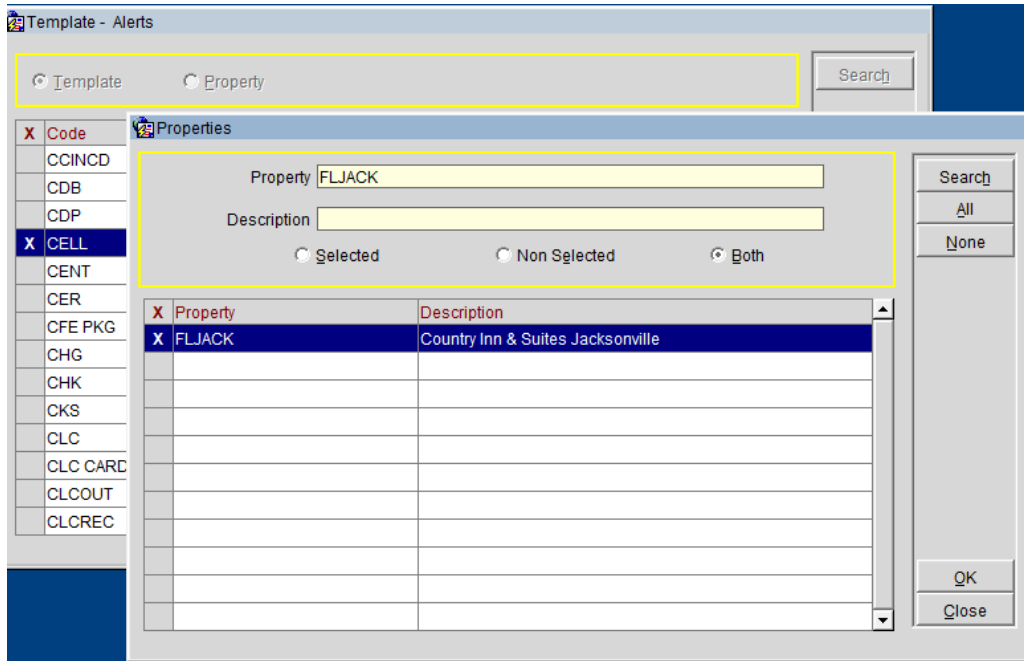
Adding a global alert in Opera to verify guest phone number

You can use global alerts to set up reminders for staff to take a specific action. For example, if you have just signed up for Zingle and want to remind staff to verify all reservations have a



cell phone number, you can configure a Global Alert. The Global Alert can be created with a rule for a pop-up that will attach to all of today's arrivals.

1. Go to Configuration> Reservations> Codes>Alert Definitions> Alert Messages.
2. Scroll thru the alert messages on the Template and find the code "CELL." Place an X in the left column and select "Copy" to copy this message to your property.



3. Next, navigate to Configuration> Reservations> Codes> Alert Definitions> Global Alerts> Click New. Set up an alert like the one pictured below.

- Step 1 – Click drop down and select Arrival Date
- Step 2 – Click drop down and select "is equal to business date"
- Step 3 – Click "Add"

At check-in, all reservations will receive a pop-up, reminding the GSR to check the profile for a cell phone number and obtain it from the guest if needed.



FLJACK - Global Alerts - New

Code:
 Area:

Notifications

Screen Stop Check-In
 Printer

Description:

Step 1
Select a Field for Filter Condition

Step 2
Specify a Filter Condition

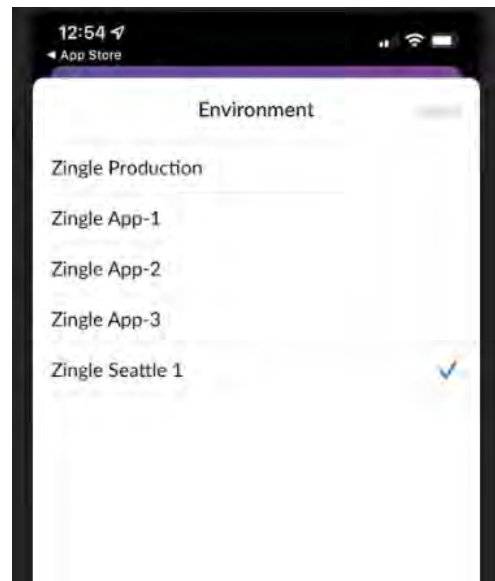
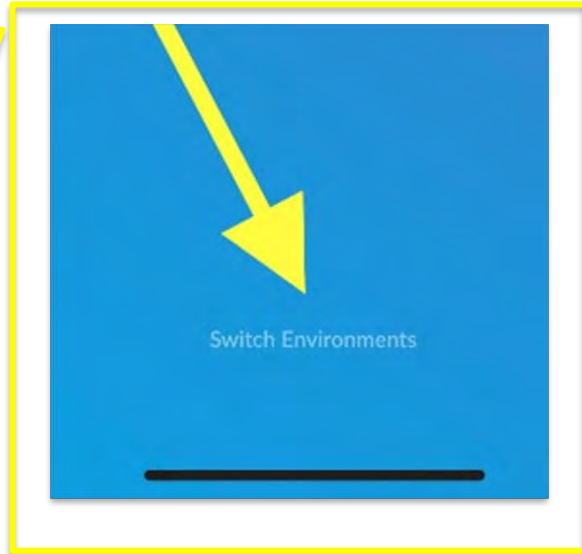
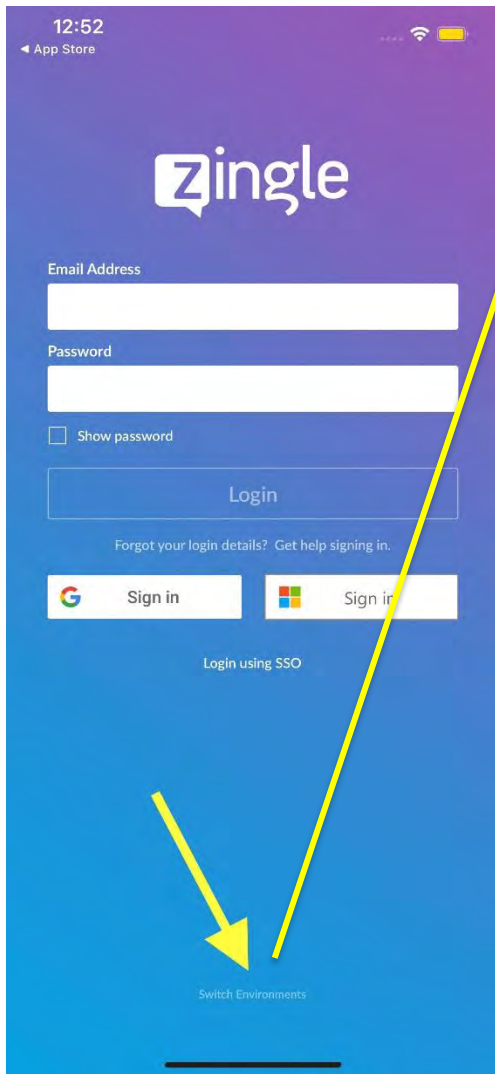
Step 3
Apply the Filter Condition

Tags



Zingle Mobile Application

- Step 1 – Download Zingle Mobile application from App Store (“Zingle Business App”)
- Step 2 – Select “Switch Environment” at the bottom of the Screen (see first image below)
- Step 3 – Select “Zingle Seattle 1” environment (see second image below)
- Step 4 – Select Login to amerhotelco.com using SSO
- Step 5 – Enter CONNECT User Login and Password



Implementation Checklist

<input checked="" type="checkbox"/>	Date Completed	Completed By	Task	Responsibility
<input type="checkbox"/>			Sign and return your Oracle-Opera OXI agreement via DocuSign.	
<input type="checkbox"/>			Complete the required Zingle training courses in Radisson Academy Online.	
<input type="checkbox"/>			Assign Zingle training courses to all team members who will be responsible for the system (front desk, night audit, etc.).	
<input type="checkbox"/>			Review your automatic messages (Zings > My Zings): update your hotel specific name and review all for accuracy <u>PRIOR TO YOUR GO-LIVE DATE</u> . These are listed by brand beginning on page 9 of this document.	
<input type="checkbox"/>			Review your FAQ templates (Click on the arrow by your profile on the top right of the screen>Admin Settings>Templates) to update the text with your hotel specific answers prior to your go-live date. – please review pre-loaded templates below.	
<input type="checkbox"/>			Ensure training is completed by all team members prior to go-live.	

Pre-Loaded FAQ Templates

Standard branded templates hotels can select to answer guests' frequently asked questions and have been created for ease of use; however, these templates are generic. **Prior to “Go LIVE”** each hotel is responsible to review the templates for accuracy and fill in the hotel specific information.

Question	Response to Guest:
What is your checkin time?	Hi {first_name}, check-in time is at 3pm



What is your checkout time?	Hi {first_name}, check-out time is at 12pm
Do you offer late checkouts?	Hi {first_name}, we do offer late checkouts on a limited basis, please call the Front Desk for more info and availability
Do you charge for a late checkout? If so, how much?	Hi {first_name}, we do offer late checkouts on a limited basis, please call the Front Desk for more info on the fees and availability
Do you offer express checkout?	Hi {first_name}, we do offer express checkout via text message. On the day of your departure, simply text us OUT once you have vacated your room.
What your standard time to respond to a guest?	Within 5 minutes
How do guests access your WiFi?	Hi {first_name}, the WiFi network name is: XXXX Scroll all the way to the bottom, click: "Connect with Access Code" Then enter the following access code: XXXX
Please provide the WiFi Password	Hi {first_name}, the WiFi password is: XXXX
Self parking fee? If so, how much?	Hi {first_name}, we offer self-parking for \$00.00/night - please follow signs for Name of Garage which is located underneath the hotel
Valet Parking fee? If so, how much?	Hi {first_name}, we do not offer valet parking
Do you offer transportation to local areas. If so what type... Hotel Shuttle, Taxi, Car Service?	Hi {first_name}, we recommend the following taxi services: Hi {first_name}, both Uber and Lyft are available in our area Hi {first_name}, yes our complimentary shuttle can take you anywhere within a 5 mile radius of the hotel. Simply reply back to this message your requested time and location and we will confirm if we are able to assist.
Do you offer transportation to airport. If so, what type...Hotel Shuttle, Taxi, Car Service?	Hi {first_name}, yes we offer a complimentary shuttle to the airport. The shuttle runs from Xam - XXpm daily. Pickup location is outside the hotel lobby and runs every 30 minutes during those times. Please arrive 10 minutes prior to shuttle departure time.
Please provide directions to Airport?	Hi {first_name}, please use the following Google Maps link for directions to Name of Airport: add link
What are the top 5 in room guest requested items?	
Fitness Center Hours and Location? Room Key required?	Hi {first_name}, our fitness center is open 24/7 and is located on the first floor next to the pool. Your keycard is required for entry.
Restaurant Name, Hours and Location?	Hi {first_name}, the Name of Resturant is located on the 7th floor and is open add days of weeks and times
Bar Name, Hours and Location?	Hi {first_name}, the Name of bar is located on the 1st floor next to the lobby and is open add days of weeks and times



Are reservations required? Which department makes the reservation?	Hi {first_name}, reservations are not required Hi {first_name}, we recommend making reservations through the restaurant, please call us at XXX-XXX-XXXX
Do you have happy hour? Welcome Reception? Please provide day and times	Hi {first_name}, we offer complimentary appetizers and a glass of wine in the lobby daily from Xpm to Xpm
In Room Dining Hours?	Hi {first_name}, in-room dining delivery is available days of weeks and times. Click here to view the menu.
Pool Hours and Location? Room Key required	Hi {first_name}, the pool is open daily from Xam - Xpm . It is located on the 3rd floor and your key card needed for access. Pool towels are provided.
Spa Name and Hours and Location? Room Key required	Hi {first_name}, the spa is open daily from Xam - Xpm . It is located on the 3rd floor and your key card needed for access. You can view the service menu here. Please dial XXX-XXX-XXXX for reservations.
Business Center Hours and Location?	Hi {first_name}, the business center is open 24/7 daily and is located by the lobby
What hours will Zingle be monitored?	Zingle will be monitored 24/7

Automated TouchPoints (Pre-Loaded Zings)

Automated personalized guest messages sent via SMS text messaging throughout the guest journey, from pre-arrival through check-out and are different from the preloaded templates provided for guest's frequently asked questions above. **Prior to "Go LIVE"** each hotel is responsible to review the templates for accuracy.

Country Inn & Suites by Radisson

Zing Name	Verbiage
Pre-Arrival Message (Membership, one night stay)	Hi, {first_name}. The Country Inn & Suites by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Download the Radisson Hotels Americas app to easily access your reservation information. Thanks for choosing the Country Inn & Suites by Radisson <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)



Pre-Arrival Message (Membership, 2+ night stay)	Hi, {first_name}. The Country Inn & Suites by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Thanks for choosing the Country Inn & Suites by Radisson <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, one night stay)	Hi, {first_name}. The Country Inn & Suites by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, 2+ night stay)	Hi, {first_name}. The Country Inn & Suites by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Membership, one night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a wonderful stay. Once you settle in, please reply if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Membership, 2+ night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a wonderful stay. Your room will be serviced by housekeeping every 3rd day. Once you settle in, please reply to this message if you need anything or if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, one night stay)	Thank you for staying with us {first_name}, if we can assist you in any way, please reply to this message. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, 2+ night stay)	Thank you for staying with us, {first_name}. Your room will be serviced by housekeeping every 3rd day, please reply to this message if we can assist you in any way. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Mid-Stay Check In	Good Day {first_name}, we're checking in to see how your stay is going. Please reply back with a 1-10 (10 being excellent) to let us know. We hope you enjoy the rest of your stay!
-if survey score is less than or equal to 8	We're sorry to hear that, please let us know how we can help improve the rest of your stay.
-If survey score is 9 or greater	Thank you for your feedback! We are glad you're enjoying your stay. If you have a moment, please share your experience on TripAdvisor: (insert tripadvisor link here)
Check Out / Departure	Good morning, {first_name}. Just a reminder, checkout is at 12 p.m. Use our contactless checkout by replying OUT to this message and we will email you your receipt shortly. Thank you again for staying with us at the Country Inn & Suites by Radisson <hotel name>. We hope to see you again soon!



Park Inn by Radisson

Zing Name	Verbiage
Pre-Arrival Message (Membership, one night stay)	Hi, {first_name}. The Park Inn by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Download the Radisson Hotels Americas app to easily access your reservation information. Thanks for choosing the Park Inn by Radisson <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Membership, 2+ night stay)	Hi, {first_name}. The Park Inn by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Thanks for choosing the Park Inn by Radisson <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, one night stay)	Hi, {first_name}. The Park Inn by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, 2+ night stay)	Hi, {first_name}. The Park Inn by Radisson <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Membership, one night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a wonderful stay. Once you settle in, please reply if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Membership, 2+ night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a wonderful stay. Your room will be serviced by housekeeping every 3rd day. Once you settle in, please reply to this message if you need anything or if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, one night stay)	Thank you for staying with us {first_name}, if we can assist you in any way, please reply to this message Enjoy exceptional benefits by enrolling in Radisson Rewards Americass: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, 2+ night stay)	Thank you for staying with us, {first_name}. Your room will be serviced by housekeeping every 3rd day, please reply to this message if we can assist you in any way. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Mid-Stay Check In	Good Day {first_name}, we're checking in to see how your stay is going. Please reply back with a 1-5 (5 being excellent) to let us know. We hope you enjoy the rest of your stay!
-if survey score is less than or equal to 8	We're sorry to hear that, please let us know how we can help improve the rest of your stay.
-If survey score is 9 or greater	Thank you for your feedback! We are glad you're enjoying your stay. If you have a moment, please share your experience on TripAdvisor: (insert tripadvisor link here)



Check Out / Departure	Good morning, {first_name}. Just a reminder, checkout is at 12 p.m. Use our contactless checkout by replying OUT to this message and we will email you your receipt shortly. Thank you again for staying with us at the Park Inn by Radisson <hotel name>. We hope to see you again soon!
-----------------------	---

Park Plaza

Zing Name	Verbiage
Pre-Arrival Message (Membership, one night stay)	Hi, {first_name}. The Park Plaza <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Download the Radisson Hotels Americas app to easily access your reservation information. Thanks for choosing the Park Plaza <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Membership, 2+ night stay)	Hi, {first_name}. The Park Plaza <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Thanks for choosing the Park Plaza <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, one night stay)	Hi, {first_name}. The Park Plaza <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, 2+ night stay)	Hi, {first_name}. The Park Plaza <hotel name> is looking forward to welcoming you tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Membership, one night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a wonderful stay. Once you settle in, please reply if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Membership, 2+ night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a wonderful stay. Your room will be serviced by housekeeping every 3rd day. Once you settle in, please reply to this message if you need anything or if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, one night stay)	Thank you for staying with us {first_name}, if we can assist you in any way, please reply to this message. Enjoy exceptional benefits by enrolling in Radisson Rewards Americass: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, 2+ night stay)	Thank you for staying with us, {first_name}. Your room will be serviced by housekeeping every 3rd day, please reply to this message if we can assist you in any way. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)



Mid-Stay Check In	Good Day {first_name}, we're checking in to see how your stay is going. Please reply back with a 1-5 (5 being excellent) to let us know. We hope you enjoy the rest of your stay!
-if survey score is less than or equal to 8	We're sorry to hear that, please let us know how we can help improve the rest of your stay.
-If survey score is 9 or greater	Thank you for your feedback! We are glad you're enjoying your stay. If you have a moment, please share your experience on TripAdvisor: (insert tripadvisor link here)
Check Out / Departure	Good morning, {first_name}. Just a reminder, checkout is at 12 p.m. Use our contactless checkout by replying OUT to this message and we will email you your receipt shortly. Thank you again for staying with us at the Park Plaza <hotel name>. We hope to see you again soon!

Radisson

Zing Name	Verbiage
Pre-Arrival Message (Membership, one night stay)	Hi, {first_name}. The Radisson <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Download the Radisson Hotels Americas app to easily access your reservation information. Thanks for choosing the Radisson <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Membership, 2+ night stay)	Hi, {first_name}. The Radisson <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Thanks for choosing the Radisson <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, one night stay)	Hi, {first_name}. The Radisson <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, 2+ night stay)	Hi, {first_name}. The Radisson <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join .
Welcome Message (Membership, one night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a comfortable and memorable stay. Once you settle in, please reply to this message if there is anything you need during your stay. (To opt out at any time, reply STOP)
Welcome Message (Membership, 2+ night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a comfortable and memorable stay. Your room will be serviced by housekeeping every 3rd day, please reply to this message if you need anything or if we can assist you in any way. (To opt out at any time, reply STOP)



Welcome Message (Non-Membership, one night stay)	Thank you for staying with us {first_name}, if we can assist you in any way, please reply to this message. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, 2+ night stay)	Thank you for staying with us, {first_name}. Your room will be serviced by housekeeping every 3rd day, please reply to this message if we can assist you in any way. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Mid-Stay Check In	Good Day {first_name}, we're checking in to see how your stay is going. Please reply back with a 1-5 (5 being excellent) to let us know. We hope you enjoy the rest of your stay!
-if survey score is less than or equal to 8	We're sorry to hear that, please let us know how we can help improve the rest of your stay.
-If survey score is 9 or greater	Thanks for your feedback! We are glad you're enjoying your stay. If you have a moment, please share your experience on TripAdvisor: (insert tripadvisor link here)
Check Out / Departure	Good morning, {first_name}. Just a reminder, checkout is at 12 p.m. Take advantage of contactless checkout by simply replying OUT, and we will email you your receipt shortly. Thank you again for staying at the Radisson <hotel name> . We hope to see you again soon!

Radisson Blu

Zing Name	Verbiage
Pre-Arrival Message (Membership, one night stay)	Hi, {first_name}. The Radisson Blu <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Download the Radisson Hotels Americas app to easily access your reservation information. Thank you for choosing the Radisson Blu <hotel name> and for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Membership, 2+ night stay)	Hi, {first_name}. The Radisson Blu <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Thank you for choosing the Radisson Blu <hotel name> and for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, one night stay)	Hi, {first_name}. The Radisson Blu <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, 2+ night stay)	Hi, {first_name}. The Radisson Blu <hotel name> is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)



Welcome Message (Membership, one night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to ensure you have an unforgettable stay. Once you settle in, please reply to this message if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Membership, 2+ night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to ensure you have an unforgettable stay. Your room will be serviced by housekeeping every 3rd day, please reply to this message if you need anything or if we can assist you in any way. (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, one night stay)	Thank you for staying with us {first_name}, if we can assist you in any way, please reply to this message. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, 2+ night stay)	Thank you for staying with us, {first_name}. Your room will be serviced by housekeeping every 3rd day, please reply to this message if we can assist you in any way. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Mid-Stay Check In	Good Day {first_name}, we're checking in to see how your stay is going. Please reply back with a 1-5 (5 being excellent) to let us know. We hope you enjoy the rest of your stay!
-if survey score is less than or equal to 8	We're sorry to hear that, please let us know how we can help improve the rest of your stay.
-If survey score is 9 or greater	Thanks for your feedback! We are glad you're enjoying your stay. If you have a moment, please share your experience on TripAdvisor: (insert tripadvisor link here)
Check Out / Departure	Good morning, {first_name}. Just a reminder, checkout is at 12 p.m. Take advantage of contactless checkout by simply replying OUT, and we will email you your receipt shortly. Thank you again for staying at the Radisson Blu <hotel name> . We hope to see you again soon!

Radisson RED

Zing Name	Verbiage
Pre-Arrival Message (Membership, one night stay)	We'll see you soon at the Radisson RED, {first_name}! Check-in is at 3 p.m. Download the Radisson Hotels Americas app to easily access your reservation information. Thanks for choosing the Radisson RED <hotel name> and for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Membership, 2+ night stay)	We'll see you soon at the Radisson RED, {first_name}! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Thanks for choosing the Radisson RED <hotel name> and for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, one night stay)	We'll see you soon at the Radisson RED, {first_name}! Check-in is at 3 p.m. Enroll in Radisson Rewards Americas and start earning points right away:



	https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-Membership, 2+ night stay)	We'll see you soon at the Radisson RED, {first_name}! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Membership, one night stay)	Welcome to the Radisson RED <hotel name>, {first_name}! As a {membership_level} member, we want to make sure you have an amazing stay. Unpack, settle in, and reply to this text to let us know if there is anything else you need! (To opt out at any time, reply STOP)
Welcome Message (Membership, 2+ night stay)	Welcome to the Radisson RED <hotel name>, {first_name}! As a {membership_level} member, we want to make sure you have an amazing stay. Your room will be serviced by housekeeping every 3rd day, so unpack, settle in, and reply to this text to let us know if there is anything else you need! (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, one night stay)	Welcome to the Radisson RED <hotel name>, {first_name}! Unpack, settle in, and reply to this text to let us know if there is anything else you need! Don't forget to enroll in Radisson Rewards Americas to start enjoying exceptional benefits: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Non-Membership, 2+ night stay)	Welcome to the Radisson RED <hotel name>, {first_name}! Your room will be serviced by housekeeping every 3rd day, so unpack, settle in, and reply to this text to let us know if there is anything else you need! Don't forget to enroll in Radisson Rewards Americas to start enjoying exceptional benefits: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Mid-Stay Check In	Good Day {first_name}, we're checking in to see how your stay is going. Please reply back with a 1-5 (5 being excellent) to let us know. We hope you enjoy the rest of your stay!
-if survey score is less than or equal to 8	We're sorry to hear that, please let us know how we can help improve the rest of your stay.
-If survey score is 9 or greater	Thanks for letting us know. We're glad you're enjoying your stay! Care to spread the love? We'd love for you to share your experience on TripAdvisor: (insert tripadvisor link here)
Check Out / Departure	Good morning, {first_name}. Just a reminder, checkout is at 12 p.m. Take advantage of contactless checkout by simply replying OUT, and we will email you your receipt shortly. Thanks again for staying with us at the Radisson RED <hotel name>. We hope to see you soon!

Radisson Individuals

Zing Name	Verbiage
Pre-Arrival Message (Membership, one night stay)	Hi, {first_name}. The <hotel name>, a member of Radisson Individuals is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Download the Radisson Hotels Americas app to easily access your reservation information. Thanks for choosing the <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)



Pre-Arrival Message (Membership, 2+ night stay)	Hi, {first_name}. The <hotel name>, a member of Radisson Individuals is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Thanks for choosing the <hotel name> and especially for being a {membership_level} member! (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-membership, one night stay)	Hi, {first_name}. The <hotel name>, a member of Radisson Individuals is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Pre-Arrival Message (Non-membership, 2+ night stay)	Hi, {first_name}. The <hotel name>, a member of Radisson Individuals is looking forward to your arrival tomorrow! Check-in is at 3 p.m. Housekeeping services are offered every 3rd day. Enroll in Radisson Rewards Americas and start earning points right away: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Membership, one night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a unforgettable stay. Once you settle in, please reply to this message if there is anything you need during your stay. (To opt out at any time, reply STOP)
Welcome Message (Membership, 2+ night stay)	Thank you for staying with us {first_name}. As a {membership_level} member, we want to make sure you have a unforgettable stay. Your room will be serviced by housekeeping every 3rd day. Once you settle in, please reply to this message if there is anything you need during your stay. (To opt out at any time, reply STOP)
Welcome Message (Non-membership, one night stay)	Thank you for staying with us {first_name}, if we can assist you in any way, please reply to this message. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Welcome Message (Non-membership, 2+ night stay)	Thank you for staying with us, {first_name}. Your room will be serviced by housekeeping every 3rd day, please reply to this message if we can assist you in any way. Enjoy exceptional benefits by enrolling in Radisson Rewards Americas: https://www.radissonhotelsamericas.com/en-us/radisson-rewards/join . (To opt out at any time, reply STOP)
Mid-Stay Check In	Good Day {first_name}, we're checking in to see how your stay is going. Please reply back with a 1-5 (5 being excellent) to let us know. We hope you enjoy the rest of your stay!
-if survey score is less than or equal to 8	We're sorry to hear that, please let us know how we can help improve the rest of your stay.
-If survey score is 9 or greater	Thanks for your feedback! We are glad you're enjoying your stay. If you have a moment, please share your experience on TripAdvisor: (insert tripadvisor link here)
Check Out / Departure	Good morning, {first_name}. Just a reminder, checkout is at 12 p.m. Take advantage of contactless checkout by simply replying OUT, and we will email you your receipt shortly. Thank you again for staying at the <hotel name>, a member of Radisson Individuals. We hope to see you again soon!



Recommended Additional Templates

Standard branded templates to answer your guests' frequently asked questions have been pre-loaded into your Zingle account, for example check-in and check-out times, Wi-Fi information, airport directions, etc. Below is a table of additional templates you can review and choose to add as needed.

Name	Body
Room Ready	Hi {first_name}, your room at the Name of Hotel is now ready. Please stop by the Front Desk with your ID to pick up your keys.
Hotel Address	Hi {first_name}, our address is:
Item Request	Hi {first_name}, absolutely we are happy to assist you. We will deliver your requested items within the next 20 minutes.
Lost & Found	Hi {first_name}, we do have lost & found services, please let us know what item you're looking for and provide a description of the item
Lost & Found: Item Located	Hi {first_name}, we've located your item, please confirm the address you would like the items shipped to.
Ice Machines	Hi {first_name}, we have ice machines located on each floor next to the elevator lobby
Vending	Hi {first_name}, grab and go vending is available 24/7 on the 1 st floor
Laundry Room	Hi {first_name}, the Laundry Room is located on the 1st floor past the main lobby. Laundry detergent is available for purchase at the front desk.
Nearest Gas Station	Hi {first_name}, please use this link for the nearest gas station:
COVID-19 Precautions	Hi {first_name}, we've implemented a 20-step cleaning & safety protocol as we seek to make each guest feel safe & secure. Please review our website for more info: https://www.radissonhotelsamericas.com/en-us/health-safety
Facemasks	Hi {first_name}, to help protect the health and safety of guests, employees, and visitors, we require the use of face coverings in all hotel public areas.

