



NEWS ^{TO} USE

December 11, 2023

Weekly News to Use Updates for Radisson-Branded Hotels

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1. Now Available: Guest Insights Program Training on ChoiceU
2. Please Note Our New Address

News and Resources

Now Available: Guest Insights Program Training on ChoiceU

The improved Medallia portal launch is only a few weeks away and we're excited to share new training available on ChoiceU to help you get ready. All hotel employees are encouraged to complete two learning modules to ensure awareness and deepen understanding of the Guest Insights Program, including how to use key features and follow best practices, by January 3, 2024.

Take action:

- Visit ChoiceU and complete two learning modules:
 - [Guest Insights Program Overview](#)
 - [Making the Most of Medallia](#)

- *Note: We are currently translating this content to French, Spanish, and Portuguese. We expect this to be completed in early 2024.*
- Before December 21, login to Okta and validate access to Medallia.
- If a user does not have access to Okta, a property owner or manager must [submit a ticket in ChoiceNOW](#) to request Okta credentials, which will automatically enable access to Medallia.

Remember:

- All users will use one Medallia portal, accessible through Okta, beginning on January 3, 2024.
- Reputation Management thresholds may have changed based on your brand for 2024. For more information, click [here](#).

Questions?

- For questions on obtaining Okta access, follow the normal process to inquire on your ticket, or [contact Franchisee Care](#).
- For questions or issues with the Medallia platform, please fill out a ticket [here](#).
- For questions or assistance with the Reputation Management process, please fill out a ticket [here](#).

Reminder: We've Moved

Please Note Our New Address

Our corporate headquarters have moved to the new Pike & Rose development in North Bethesda, Maryland. **Our new address is 915 Meeting Street, Suite 600, North Bethesda, MD 20852.** Going forward, all communications and notices required or permitted

under your Franchise Agreement and related documents should be sent to this address.

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