Connecting with the Nor1 eStandby® System

Front Desk Reference Guide
This quick reference sheet provides front desk associates with information they need to assist guests who have requested eStandby Upgrades or who simply want to know more about the program.

**GUEST FAQ**
Your guests may have additional questions about eStandby Upgrade at check in or by phone. Here are answers to some common questions.

**Am I guaranteed an eStandby Upgrade when I submit my request?**
No. That is why the upgrade can be offered so economically. eStandby Upgrades are only available if we have the availability at your time of check in. The hotel maybe unable to offer you an upgrade, in which case you will keep your originally booked room at the originally booked price and pay nothing extra.

**How can I cancel or modify my eStandby Upgrade request?**
When you make a request for an eStandby Upgrade, you will receive a separate eStandby Upgrade confirmation email, which will contain a link to access your upgrade request so that you can make changes as needed. You have the ability to cancel or modify your request until the cut-off time stated in the confirmation mail.

**Am I committed to the eStandby Upgrade when I request it?**
If you have requested an eStandby Upgrade and it is awarded by the hotel then it will be pre-paid and charged at the time of check-in. However, you can cancel or modify your request until the cut-off time stated in your eStandby Upgrade confirmation email. Your commitment is another reason this offer can be made at such a great price.

**When do I have to pay for any eStandby Upgrades that I am awarded?**
You will be notified whether or not you are awarded the eStandby Upgrade when you check into the hotel. If you are awarded an upgrade at check in, you will be automatically billed and charges are settled when you pay for the room, usually at check out. If you don’t receive an upgrade, you keep your originally booked room and pay nothing extra. When you check out, the price of any upgrades will be included in your hotel charges.
Can I request more than one upgrade per reservation?
Yes, you can request any and all of the eStandby Upgrades offered. You may even be awarded more than one of those you selected. The upgrade manager at the hotel determines which upgrades, if any, are awarded usually based on availability at the time of the request. You cannot rank your selections at this time.

ADDRESSING GUEST CONCERNS

<table>
<thead>
<tr>
<th>If the guest is unhappy about not receiving an upgrade:</th>
<th>If the guest does not want to pay for the awarded upgrade:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Explain that an eStandby Upgrade is not guaranteed, but only awarded, if and only if, there is availability as determined by the hotel.</td>
<td>• Explain to the guest eStandby Upgrade are special offers that are 1. only awarded if the hotel has the availability at the time of check-in and 2. are essentially pre-paid, guaranteeing the upgrade at the offered price.</td>
</tr>
<tr>
<td>• Remind the guest that he or she still has the originally reserved room at the originally booked rate.</td>
<td>• Remind the guest about the benefits and requirements of eStandby Upgrade. (Show the guest consent form if appropriate. See the sample below.)</td>
</tr>
</tbody>
</table>

GUEST TERMS
When the guest makes a reservation online and requests an eStandby Upgrade, he or she must click a box onscreen agreeing to the terms and conditions of eStandby Upgrade.

On this guest consent form, the guest:
• Agrees to commit to pay for a discounted upgrade if awarded at check in.
• Acknowledges the cancellation or modification policy.

Below is an example of the guest consent form as seen by the guest.
CHECK IN PROCEDURE
After welcoming the guest, confirming the reservation and inquiring identification – mention to the guest that you have noticed that the guest has shown interest in an Upsell possibility.

Guest Greetings

<table>
<thead>
<tr>
<th>If eStandby Upgrade confirmed:</th>
<th>If eStandby Upgrade unavailable:</th>
</tr>
</thead>
<tbody>
<tr>
<td>“[guest name], I see that you are participating in our eStandby Upgrade program. I have good news! You’ve been awarded the upgrade to [Room Category] for only [X] per night that you requested. Thank you for participating in the program.”</td>
<td>“[guest name], I see that you are participating in our eStandby Upgrade program. Unfortunately, we weren’t able to award the upgrade you requested this time. You still have your originally booked room at [X] per night. Please try again in the future—this is a great way to take advantage of our premium rooms when we have them available.”</td>
</tr>
</tbody>
</table>

GUEST DISPUTE
We very rarely see disputes at Front Desk, as the process is explained clearly to the guest several times throughout the upgrade request reservation process. In case of a dispute, explain the eStandby programme to the guest again and if needed, pull up the offer page from the guest illustrating the terms and conditions and the upsell selection.
HOW TO ACCESS THE OFFER PAGE OF THE GUEST WITH THE SUBMITTED REQUESTS

In case a guest is insisting on not to pay for the upgrade or is not remembering the selection that s/he had taken, the Front Desk Associate can pull up a reprint of the offer page with the guests selection and show it to the guest. This page can be accessed by logging into the Upsell Manager → selecting the date and the room type of the request and then:

1) Click on the guests name

![Room Upgrade Type: APNT](image)

<table>
<thead>
<tr>
<th>Guest</th>
<th>Reservation</th>
<th>Upgrade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Loy. Room</td>
<td>LOS</td>
</tr>
<tr>
<td>L Maenn...</td>
<td>RKN 1</td>
<td>+$0</td>
</tr>
</tbody>
</table>

2) Once you clicked on the guest name, the following window appears providing additional information on the original booking and the request for the guest. There is a hyperlink embedded behind the confirmation number.

![Booking Info](image)

- Guest name: Lis Maennamaa
- Confirmation number: bsbook1434343009
- Room type: RKN
- Arrival date: 2015-07-16
- Departure date: 2015-07-17
- Booking price: $700.00

3) By clicking on the confirmation number, the following overview appears in a new browser window illustrating a re-print of the offer page from that particular guest and illustrating the “How eStandby Upgrades Work” section and more importantly the selection of the guest from the offer set. Please see below e.g. the Sunset View and the Penthouse as selected option with the checkmark set.
Dear Mr. Luis Maennamaa,

Your reservation for October 28, 2015 at Imagine Hotel & Resort is already confirmed (Confirmation: test11445431383).  

As a special offer, you can use the Imagine Hotel & Resort eStandby Upgrade® Program to potentially upgrade this reservation for as little as $10 extra.

* All prices subject to applicable taxes.

Upgrades - Request one or more eStandby Upgrades and click Continue below

<table>
<thead>
<tr>
<th>Upgrade</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunset View</td>
<td>Take in stunning sunset views from the comfort of your room or your sit out balcony.</td>
<td>$40</td>
</tr>
<tr>
<td></td>
<td>$30 Extra per night</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$10 Save</td>
<td></td>
</tr>
<tr>
<td>Cabana Rental</td>
<td>Each 10x10 foot unit features a lofty 8-foot ceiling, complete with a ceiling fan.</td>
<td>$150</td>
</tr>
<tr>
<td></td>
<td>Cabanas are fully loaded with modern amenities, including a flat-screen television, refrigerator, stocked with bottled water, juice, and fresh whole fruit.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A compact safe, 2 pillow-topped chaise lounge chairs, seating for a family of 4 and sun deck furniture complete the space.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$95 Extra for the entire stay</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$149.90 Save for the entire stay</td>
<td></td>
</tr>
<tr>
<td>Hot Stone Massage</td>
<td>Enjoy the ultimate relaxation at our Imagine Spa. Throughout history various cultures have combined the use of hot and cold stones from river and lava beds with massage to relieve aching muscles, improve circulation and melt away stress.</td>
<td>$240</td>
</tr>
<tr>
<td></td>
<td>$165 Extra per night</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$35 Save</td>
<td></td>
</tr>
<tr>
<td>Penthouse</td>
<td>Entertain in a separate dining and living room with safetied or lounge on the spacious wrap around terrace balconies taking in the views of crystalline waters.</td>
<td>$450</td>
</tr>
<tr>
<td></td>
<td>$319 Extra per night</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$481 Save</td>
<td></td>
</tr>
</tbody>
</table>

How eStandby Upgrades Work:

1. Select each eStandby® opportunity below that interests you, then click the “Continue” button.
2. Find out at check-in if you are awarded an eStandby Upgrade® or any combination of Add-on Offers.

IF YES
You agree to pay the additional amounts stated below for your award(s).

IF NO
You will stay in the room you originally booked and pay nothing extra.
IF A GUEST IS UNHAPPY ABOUT NOT RECEIVING THE eSTANDBY UPGRADE
Explain that an upgrade is not guaranteed and remind the guest that the originally booked suite is also a very comfortable suite and a good choice.

IF THE GUEST DOES NOT WANT TO PAY FOR THE AWARDED UPGRADE

Scenario description
1) Hotel confirmed the upgrade, however upon arrival guest no longer wishes the upgrade
2) If originally booked room type is available, assign guest to that room type and confirm original rate
3) Liaise with your supervisor if the originally booked room type not be available any more
   ⇒ Never argue with the guest and respect the wish to no longer use the upgrade.

Enter a comment in the log book and note in the profile, should the guest seem upset.

Managing Early Check – Outs or Stay-Overs:
Should a guest decide to leave earlier that anticipated – there will be no charge. Should a guest decide to extend the stay the regular procedure for extended stays needs to be applied.
As soon as the reservation is updated in PMS, the Upsell Manager will be updated automatically.

Managing No Shows:
Prior to posting no shows in your PMS, adjust the rate to the originally confirmed rate. Do not charge the guest the eStandby Upgrade amount. Update the booking on Upsell Action Center to „No-shows“

Managing Cancellations:
Update the reservation in PMS and the Upsell Manager will be updated automatically. This will be done at no cost to the guest and Nor1 will not charge the hotel.
FOR MORE INFORMATION...
If you have questions about eStandby Upgrade, ask your manager or contact Nor1 directly.

Nor1 Inc. Account Management Center
(408) 852-9255 | support@nor1.com | www.nor1.com