

RS Jacksonville Southwest

Task Name	Additional Information	Target Date	Status	Responsible	Project	Steps Done	Tag
Opening_brand							
Access - Marriott Standards	Marriott Standards database can be saved on your MGS home page in the list of My Applications. This is your access point to search and review all Marriott standards. Here we list a few helpful standards during the preopening process. We encourage Property Leaders to keep this task In-progress as a reference as you move through the preopening process to come back as reference and review for optimized implementation.	19 Mar 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/5	
Begin purchase - Marriott Bonvoy key cards + packets		16 Apr 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0	
Confirm MI brand standards - Empower: Guest Experiences (GXP)	Empower: Guest Experiences (GXP) (OPS-FRO-306)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0	
Confirm MI brand standards - Fitness Center Collection	Fitness Center Collection (OPS-FIT-011) is your guide to setting up the Fitness Center. Keep these steps in mind as you review the standards.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/4	
Confirm MI brand standards - Food Safety Collection	Food Safety Collection (OPS-FNB-057)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0	
Confirm MI brand standards - Guest Room Collection	Guest Room Collection (OPS-HKP-094)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0	
Confirm MI brand standards - Guest Room Preventative Maintenance	Guest Room General Clean and Preventative Maintenance (RPM) (OPS-ENG-023)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0	
Confirm MI brand standards - Guest Services Collection	Guest Services Collection (OPS-FRO-290)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/2	

Confirm MI brand standards - Hospitality and Conduct Collection	Hospitality and Conduct Collection (Service Behavior Expectations) (OPS-FRO-175)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0
Confirm MI brand standards - Marriott Associates Collection	The Associates Collection (OPS-FRO-283) is a compilation of links to standards for Associates, to ensure you review and prepare for compliance or implementation at your new hotel. We encourage Property Leaders to keep this task In-progress as a reference as you move through the preopening process to come back as reference and review for optimized implementation.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/1
Confirm MI brand standards - Marriott Sustainability Collection	The Sustainability Collection (OPS-SUS-025) is a compilation of links to standards for Associates, to ensure you review and prepare for compliance or implementation at your new hotel. We encourage Property Leaders to keep this task In-progress as a reference as you move through the preopening process to come back as reference and review for optimized implementation.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/7
Confirm MI brand standards - Mobile Check-In	Arrival & Departure: Mobile Check-In (OPS-FRO-282D). Ensure your new hotel is prepared for smooth arrival experiences and confirming cc on file for hotel charges.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0
Confirm MI brand standards - Pet Policy	Pet Policy (OPS-FRO-119). Sections 21, 23, 24, 25, 26, 27, 28 to research your brand standards and fees for accepting pets. Pet Fee Forms are submitted as part of Phase 1 Packet submission and can be found in Marriott Service Portal.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/3

Confirm MI brand standards - Property internet	The standards require that all hotels provide wireless internet access (Wi-Fi) in all guestrooms; they meet or exceed minimum bandwidth requirements (next section) based on hotel type and size; work with a Certified Property Internet Provider; and implement the Global Property Network Standards (GPNS) technical solution. When selecting and ordering the appropriate internet circuit size and bandwidth capacity, use the Minimum Bandwidth Standards and Ordering Guidelines to identify the best options for your property.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0
Confirm MI brand standards - Sensory Programming Collection	Sensory Programming Collection (OPS-FRO-295)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0
Confirm MI brand standards - Systems Collection	Systems Collection (OPS-FRO-296)	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/3
Confirm - Brand Programs - Immersions	Each Marriott brand has a team dedicated to developing standards, programming, and offerings. Each brand has an Immersion to be completed by Property Leaders and Property Associates.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/4
Confirm - Brand Programs - Positioning + Values + Target Guest	Each Marriott brand has a team dedicated to developing standards, programming, and offerings. Review the brand's positioning to help with compliance + delivering brand requirements.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0
Confirm - Brand Programs - Marketing + Socials	Each Marriott brand has a team dedicated to developing standards, programming, and offerings. Leverage Playbooks and social media guidance for your brand.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0
Confirm - Brand Programs - Operations + F+B	Each Marriott brand has a team dedicated to developing standards, programming, and offerings. Leverage Playbooks, special links to vendors, and unique operational resources for the new hotel.	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0

Opening_engineering

Confirm policy - Hotel shelter in place	Work with Engineering and Loss Prevention to create crisis management manual (to include Shelter in Place Policy), refer to Marriott Standard > Crisis Management (RSK-GSS-002).	15 Oct 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Begin install - Television directory	The guestroom entertainment platform is a Marriott brand standard with specific requirements to ensure flawless guest experience when staying at Marriott brand hotels.	15 Oct 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0
Confirm install - ADA guest bathroom phone	Ensure installation and wiring of phones in ADA guest bathrooms	19 Nov 25	Not Started	Opening_Ops Leader_1	O+T Core Project Plans - US/CAN	0/0
Confirm install - ADA lift for pool + spa		19 Nov 25	Not Applicable	Opening_Ops Leader_1	O+T Core Project Plans - US/CAN	0/0

Opening_finance

Complete - FreedomPay Chip and PIN deployment	Refer to the MGS page dedicated to the Freedom Pay Chip and Pin deployment process. Stay on track with the steps here.	24 Sep 25	Not Applicable	Opening_General Manager	O+T Core Project Plans - US/CAN	0/4
Receive + Submit - CC Merchant IDs	Take steps to enable the hotel for credit card processing. The final step should include your dedicated Preopening Opening Manager to confirm hotel readiness. This task remains in progress status until you have submitted the final worksheet with Merchant IDs.	24 Sep 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	3/3
Submit - Merchant IDs for Bonvoy credit card processing requirements	Merchant IDs (MID) are required for Marriott Bonvoy co-brand credit card processing. Specifically the processing of points for the guest and interchange relief for the properties.	1 Oct 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0

Complete + Submit - Owner Franchise Billing requirements	Review + confirm access to Marriott's Owner Franchise Billing processes for your property. The dedicated MBS page has links to registration access for PeopleSoft and required forms for ACH Auto-Pay Enrollment. Review available resources carefully to ensure seamless billing for MI Revenue Services, for centralized commission, and other support services.	8 Oct 25	In Progress	Jacob Cacek	O+T Core Project Plans - US/CAN	0/7
Activate - Sertifi eAuthorize	Sertifi eAuthorize is required for all Marriott hotels to securely and electronically manage the sending/receiving of "Card Not Present" authorization forms on property. Activate and assign a Super User to manage access for other users on Property. Be sure to review and take steps for Conferma Pay. Info found on MGS link.	5 Nov 25	In Progress	Jacob Cacek	O+T Core Project Plans - US/CAN	0/3
Activate - CTAC - two admins	Register two Property Leaders to manage Marriott's centralized commission payment tool CTAC. Fullservice PMS; Lightspeed; & Opera hotels require 2 Property Associates to manage the central processing process for accuracy in batch and payment amounts. Register through Marriott's Identity Shoppe > Mainframe Logon ID Access Request. Review required training and support resources on Marriott Global Source,	12 Nov 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0

Opening_front office

Register - GXP Property Admin	Refer to the dedicated page on MGS for each step in activating + implementing Marriott's EMPOWER GXP at your hotel. The task details are found there, with direct links to each resource to complete the steps of this task. Once all steps are complete, this task can be marked complete.	22 Oct 25	Not Started	Opening_Ops Leader_1	O+T Core Project Plans - US/CAN	0/8
Complete attribute - Product Catalog - internet tier pricing	To ensure the guest internet authentication page displays properly for guests, you must complete the Internet Tier Pricing fields in Product Catalog. Access this link for the details.	5 Nov 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0

Register - GuestVoice	Take time in preopening to download and review the onboarding resources for the tool to optimize Guest Response. GuestVoice will not be accessible until the third day after opening, and only visible after the first guest responses is received. This task status should not be marked complete until those reviews start coming in and you have successfully reviewed the reviews.	24 Dec 25	Not Started	Opening_Ops Leader_1	O+T Core Project Plans - US/CAN	0/4
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Opening_human resources

Register - DLZ Learning Coordinator	The Learning Coordinator can review and confirm the Learning Paths for each new hire associate. Learning Coordinator should ensure each step is complete.	5 Nov 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/4
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Opening_management company

Confirm date - Model Room Visit	Marriott's dedicated Global Design Manager will confirm model room visit based on readiness.	4 Mar 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Access - Identity & Access Management portal	This link is your central hub for information about managing digital identities and access at Marriott. Keep this task status in-progress until after the hotel opens to ensure all Property Leaders and Associates have all necessary access.	19 Mar 25	Complete	Opening_Above Property_OPS	O+T Core Project Plans - US/CAN	0/0
Register - Above Property Leader EID	If needed, the EID for Owner or Above Property can be requested from Marriott Global Source log-in screen by choosing EID Registration.	19 Mar 25	Complete	Opening_Above Property_OPS	O+T Core Project Plans - US/CAN	0/0
Access - Marriott Business Applications (eTools)	The comprehensive list of available business application tools can be found on this MGS page. Your Critical Path tasks guide you through the request for required tools based on your preopening or conversion hotel.	26 Mar 25	Complete	Opening_Above Property_OPS	O+T Core Project Plans - US/CAN	0/0
Register - General Manager EID - through O+T	The EID for the Hotel GM can only be generated by your dedicated Openings Manager.	26 Mar 25	Need Resources	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0
Register - Marriott Network Access ID for GM	Once the GM has their EID, request service for yourself for Network Access ID.	26 Mar 25	Need Resources	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0

Register - Second Property Access Administrator	A second Property Access Administrator for the property is required to approve all GM requests for access to Marriott business applications.	26 Mar 25	Complete	Opening_Above Property_OPS	O+T Core Project Plans - US/CAN	0/0
Activate - The Check-In to customize your Weekly Update	All Property Leaders should complete this task. Ensure all Property Leaders are receiving Marriott International communications with The Check-In by selecting YES to receive Weekly Update emails. The status of this task should stay In-progress until all Property Leaders are receiving Weekly Updates.	2 Apr 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/4
Begin purchase - OS&E - Marriott OS&E Purchase List	Access the MGS landing page for OS&E by brand.	9 Apr 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/5
Begin purchase - Associate alert device	Take steps to confirm purchase + implementation according to the Activation Toolkit steps.	16 Apr 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	5/5
Begin purchase - Electronic key + encoder	Electronic keys + encoders should be on-site 4 weeks prior to opening.	16 Apr 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0
Begin paperwork - Retail license + beer/liquor/wine	Review the Marriott Standard for guidance to Beverage Operation Liability. Each brand has their programming standards that you have available in the Brand Voice Activation resources.	28 May 25	Not Applicable	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Begin purchase - PMS + computer equipment	Connect with Marriott's Property Systems Services (PSS) to confirm your hotel's purchase and installation process for systems.	25 Jun 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Confirm date - FF&E Install	Confirm Furniture, Fixture and Equipment (FFE) has arrived and install processes.	25 Jun 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Confirm - Fire Life Safety Approval	Marriott Fire, Life, Safety inspection and approval are required for obtaining the Certificate of Occupancy and Authority to Open. After FLS inspection, mark status in-process until you receive approval.	15 Oct 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0

Begin install - HSIA - VPN router	As mapped out with your Marriott Systems purchase and install plan, confirm the VPN Router is on-site and installed.	19 Oct 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0
Register - US Gov FEMA number	Get the hotel's FEMA number to get listed on the approved hotels for US Gov employee travel.	22 Oct 25	Not Started	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0
Register - all associate EIDs	Create your new team member's EID through the Marriott Identity Portal.	22 Oct 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Register - Marriott Network Access ID	Associates who require access to Property computers will require a Network Access ID. Identity Shoppe > Request New Access > search: Network Access ID Request	22 Oct 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Submit - Certificate of Occupancy (CP) to OM	Upload the Certificate of Occupancy and ping the OM here. Once submitted we can release the Trainers.	22 Oct 25	Need Resources	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0

Opening_marketing

Confirm date - Photographer & Photoshoot	Review the list of Marriott-Approved Photographers by brand to hire a local photographer for your property photoshoot. The photoshoot must be complete with active photos on the hotel website within 90 days of opening. Consider a preopening photoshoot for the model room. For more details, refer to Marriott Global Source > Marriott-Approved Photographer.	16 Jul 25	In Progress	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0
Access - Google Business Profile	Request your Manager Access to Google Business Profile through mPortal-Local SEO Request form. Manager Access gives you the ability to manage maps, content, and activate local search capabilities per Marriott's Transaction Based Media Program. Each type of opening has specific requirements.	8 Oct 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	6/6

Submit to - Tripadvisor - Create New Listing	Tripadvisor hotel profiles must be created by the property online. Link can be found on Marriott Global Source > TBMP Mestasearch Partners > TripAdvisor. All Marriott brand hotels are included in Tripadvisor's Business Advantage subscription service to allow Property Teams to respond to reviews, to manage features and to get tech support.	8 Oct 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	3/3
Complete - EMPOWER GXP Property Detail	Help Marriott users contact the Property Leaders by completing the Contact Fields in Property Detail. This is measured in mDash for optimal visibility to drive sales.	22 Oct 25	Not Started	Opening_Marketing Manager	O+T Core Project Plans - US/CAN	0/0
Register - Givex Portal for buying + selling Marriott Gift Cards	Regsiter for access in Identity Center. Processing + set-up may take 6 weeks. Access can be granted after hotel is open. Complete training to learn how your brand participates in the buying + selling of Marriott Gift Cards.	5 Nov 25	In Progress	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0

Opening_marketing products

Complete + Confirm - Hotel website content optimization	Take the steps to ensure your new hotel website is ready for becoming searchable.	13 Aug 25	In Progress	Chris Curtis	O+T Core Project Plans - US/CAN	0/5
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Opening_revenue management

Register - One Yield Property User	Review + confirm One Yield registration requirements by role. Each hotel requires a dedicated One Yield Certified User.	16 Apr 25	Complete	Opening_Revenue Manager	O+T Core Project Plans - US/CAN	0/4
Review resource - ADA rooms accessible chart	Refer to the dedicated MGS page for ADA System setup. The ADA Table 224.2 is helpful for confirming proper ADA room setup.	23 Apr 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/0
Complete + upload - ADA Room File	Complete + upload this form for your dedicated Preopening team to confirm ADA room rates for OTAs. If this is not complete in preopening, the Property Revenue Manager will be responsible for completing in HPP and eFast.	11 Jun 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/0

Confirm attribute - MARSHA - taxes + fees accuracy	Review these Product Catalog fields for accuracy: Reservations & Fees >> Payment & Fees >> Room Related Taxes & Fees >> Pet fees. Change requests must be submitted through Marriott Service Now Portal.	16 Jul 25	Complete	Regan Choffin	O+T Core Project Plans - US/CAN	0/0
Activate - QuickGroup	To capture small group room blocks and small meetings direct from your hotel website, activate Marriott's QuickGroup which includes the activation of GroupSync. Follow these steps.	23 Jul 25	Not Started	Kyle Hartley	O+T Core Project Plans - US/CAN	0/7
Confirm - MarRFP - General Pricing Screens complete	The GPP accounts cannot be published until MarRFP General Pricing screens for current, previous, and next year (if available) are complete. Refer to the MarRFP Resource landing page on Marriott Global Source > search: Completing General Pricing Screens and Pricing in MarRFP (DLZ).	23 Jul 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/0
Confirm process - guest cancellations + relocation in preopening	The hotel is required to follow the Brand Standard for relocating guests if the hotel will not open for an existing reservation. Marriott Bonvoy Ultimate Reservation Guarantee DOES NOT apply to hotels that are NOT open. Refer to Marriott Standard > Front Office: Guest Relocation Policy (Walking Guests) (OPS-FRO-302G). In the event hotel guests are impacted due to a change in the hotel's projected opening date, PRA will attach a list with guest contact information to this task. The hotel is responsible for contacting and assisting with relocating guests. Hotel is also responsible for cancelling impacted reservations.	23 Jul 25	Complete	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Submit - OTA participation forms through Marriott's efast	eFast is the tool for submitting OTA participation forms + Dynamic Wholesale activation for Marriott hotels. Take the steps required for going live on OTAs and activating Dynamic Wholesale. Our team will upload rate forms.	23 Jul 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/4

Submit - Preopening Group blocks + LNRs + Packages	Each new request should be on a new form, downloaded from this task. Note that these forms have specific instructions for your convenience, and are often revised to keep pace with system enhancements. The Rooming List template is not found here, but on MGS > Group Housing Solutions page. Forms will be accepted by the Preopening Revenue Americas team for processing. In the case you submit group blocks with an arrival date that is earlier than current sell-date, Opening Manager approval is required. We accept forms up to 14 days prior to opening day.	23 Jul 25	In Progress	Kyle Hartley	O+T Core Project Plans - US/CAN	0/3
Confirm - GDS active	Product Catalog will show GDS active approximately 14 business days after MARSHA is activated live by the Preopening Revenue Integration Manager.	6 Aug 25	In Progress	Chris Curtis	O+T Core Project Plans - US/CAN	0/0
Activate - On The Books Report - One Yield + MiNT	Run your OTB report weekly to measure how you are ramping toward opening day.	27 Aug 25	In Progress	Chris Curtis	O+T Core Project Plans - US/CAN	0/2
Confirm - ADA rooms on OTAs	Refer to task steps to confirm ADA rooms are accurate and available on Expedia and Booking.com.	17 Sep 25	In Progress	Chris Curtis	O+T Core Project Plans - US/CAN	0/2
Access - Fornova Best Rate Guarantee	Launch BRG tool to find your hotel. Use this link to register the GM through the Fornova User Request Form.	15 Oct 25	In Progress	Opening_Revenue Manager	O+T Core Project Plans - US/CAN	0/0
Register - MARSHA Security Administrator	Submit MARSHA Access Request in Marriott Service Now portal to create the New MARSHA Security Level Administrator (SUA) ID. This user will be responsible for creating/managing MARSHA IDs for their Property in EMPOWER Reservations or directly in the MARSHA "green screen." Within Service Now Portal search > MARSHA Access Request.	15 Oct 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/0
Activate - High Performing Pricing (HPP)	Ensure the Primary Contact is updated to receive key alerts regarding pricing such as BRG violations, RPO activation, Bonvoy Escapes solicitations, etc. Steps here help track progress through this task.	5 Nov 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/3

Confirm - Revenue Management certification	Confirm the Post Opening Revenue Manager. Marriott requires that every hotel must be supported by a revenue manager that has completed all Marriott's Revenue Management Certification and required training curriculum based upon the system in use at the hotel.	5 Nov 25	Complete	Opening_Above Property_REV	O+T Core Project Plans - US/CAN	0/0
Confirm MI brand standards - Marriott ADA bonvoy redemption	Services for Guests with Disabilities (OPS-FRO-181). Roll-In Shower room(s) must be included and available for a standard redemption room pools. Roll-In Shower room count should comply with the ADA Rooms Accessible Requirement Chart 224.2	19 Nov 25	Complete	Opening_MI standards	O+T Core Project Plans - US/CAN	0/0

Opening_sales

Create - Preopening Sales and Marketing Action Plan	Prepare to review your action plans at the RAMP Meeting. The Plan should include top share-shift target accounts, group targets, special project targets, as well as marketing plan for the hotel and digital channels.	9 Jul 25	In Progress	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0
Review resource - Global Account Directory	Research and identify the Marriott Account Rep to build engagement with Marriott's Sales Account teams. Visit Marriott Global Source to get the link > search > Sales Tools & Resources: Global Account Directory	9 Jul 25	Complete	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Review resource - MarRFP BT Planning Reports	Use the MarRFP Reports to develop a Special Corporate customer segment strategy. The Nearest Facilities Report and eTop Market Report provide insight on projected room nights and locales within the market for Marriott centrally priced accounts. The SAPP-Strategic Account Plans for each centrally priced account can be accessed by clicking the hyperlink of the account name in MarRFP. Reports are located within MarRFP > Tools & Reports	9 Jul 25	Complete	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0
Review resource - Rate & Service Agreement Clauses	Access the Marriott Group Sales Agreement > Library of Clauses to ensure your group contracts reflect clause number 9-8 - Potential Delay of Hotel Opening.	23 Jul 25	In Progress	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0

Submit - STR Comp Set + Email distribution	Submit your comp set through the Smart Sheet link on Marriott Global Source > Construction Set for Pre-Opening Hotel. Submit your email distribution list through the Smart Sheet link > Add Email Addresses to STAR Distribution List. Keep this task in-progress until you receive confirmation from STR. Note this step is required for all Marriott hotels, including hotels that will eventually report in STR's co-star platform.	23 Jul 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/2
Review resource - Required Sales Training	The program is required by Marriott for Sales Leaders who have not completed this training or who have not completed Sales & Service Foundations, Extended Stay Sales Edge or Access Edge. If you are new to Marriott Sales Leadership, review the program details and plan for making time to complete the training within your first year. For details, visit Marriott Global Source > search >Ready, Set, Sell! Foundational Sales Training. To review the Marriott Global Standard, visit Marriott Global Source > search > Ready, Set, Sell! Sales Training (SMRM-002)	13 Aug 25	Complete	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Register - SAM.gov US Gov Bidding Tool	Register the hotel's Unique Entity Identify (UEI) before you can bid on government business. They require sensitive banking info which takes time to gather and submit.	19 Nov 25	In Progress	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0
Activate - ResLink Direct for Group + BT	Provide custom links for your group + BT customers to make it easy to stay with you. Marriott ResLink Direct, and Rooming List Confirmation lists for customers are tools Bonvoy Loyalty customers are accustomed to receiving from Marriott brand hotels.	26 Nov 25	Not Started	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Attend - Post Opening Sales & Marketing Review Call	Scheduled by your dedicated Preopening Sales Advisory Leader to review requirements and plans for the POST Opening Sales & Marketing Review Meeting. We require Above Property and Hotel Leaders to attend this call.	17 Dec 25	Not Started	Opening_Above Property_SALES	O+T Core Project Plans - US/CAN	0/0

Confirm - AAA Inspection appointment	Review AAA/CAA Preferred Travel Partner offerings for Marriott brand hotels to consider scheduling a AAA Inspection & Rating, as well as specific ways to promote the new opening to the AAA/CAA member base. Refer to the landing page on Marriott Global Source.	24 Dec 25	Not Started	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Review resource - Marriott's National Group Sales Team	Complete the National Group Sales ppt template for their library they use as a way to learn about new hotels and represent your hotel when communicating with shared customers. Submit the complete ppt to the team.	24 Dec 25	Not Started	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Activate - Marriott Sales Companion	Sales Companion is Marriott's exclusive Business to Business sales platform to showcase your hotel and create fully branded proposals, event menus and floor plans that can all be customized. Assets pull from The Stacks for all hotels. For webinars, job aids, and access. Marriott's Global Sales Team relies on properties to upload property specific presentations to access when meeting with customers.	24 Dec 25	Not Started	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/5
Activate - MRDW Reports	Demad Analysis Tracking (DAT) + Account Tracking Reports (ATR) help analyze accounts and demand to enhance your sales strategy. STR Reports can also be found in MRDW.	24 Dec 25	Not Applicable	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Attend - Post Opening Sales & Marketing Review Meeting	Scheduled by your dedicated Preopening Sales Advisory Services team. Required attendees are Above Property & Hotel Leaders. Objective of the meeting is to review Post Opening sales performance and confirm first year sales, marketing and digital action plans.	11 Mar 26	Not Started	Opening_Above Property_SALES	O+T Core Project Plans - US/CAN	0/0
Review resource - Topline Franchise Services	Topline Franchise Services offers Guides to Marriott's Business Applications + Tools and to Marriott Franchise service offerings. These are your resources post opening to support your sales, marketing, and revenue strategies.	11 Mar 26	Not Started	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0

Opening_sales + pricing products

Complete + Submit - Preopening Phase 1 & Tax Forms	The Phase 1 excel workbook is completed with your Sales Advisory Leader. You can download the MARSHA Property TFD Form from Marriott Service Portal > Attachments.	9 Apr 25	Complete	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Register - MarRFP	Register for Marriott's central pricing tool. MarRFP is considered activated when Property Contacts and General Pricing Screens are complete for current, previous, and next year (if available). These screens feed all digital platforms and ensure Marriott Account Reps can source BT bids from special corporate customers. Refer to the MarRFP Resource landing page on Marriott Global Source > search: Completing General Pricing Screens and Pricing in MarRFP (DLZ).	16 Apr 25	Complete	Kyle Hartley	O+T Core Project Plans - US/CAN	0/5
Register - Product Catalog	Register for Product Catalog, Marriott's hotel metadata platform. Confirm who will manage this platform moving forward to ensure fields are complete and accurate.	16 Apr 25	Complete	Kyle Hartley	O+T Core Project Plans - US/CAN	0/6
Complete + Submit - Preopening Phase 2 pricing	The Phase 2 packet is completed with your Marriott Sales Advisory Leader through RAMP Meeting Planning & Prep requirements. Refer to your Preopening Team for details. Post Task Comments with name, date and status.	4 Jun 25	Complete	Opening_Sales Leader	O+T Core Project Plans - US/CAN	0/0
Confirm - Required Property Sales System	Confirm the hotel has activated either OneSource; or SFAWeb; or SFAWeb with CI/TY. Refer to your Critical Path tasks for required systems that are based on the level of service, the total sq.ft. of function space, and brand requirements of your hotel. Keep us posted in comments as you complete the process of registration, access, and training completion to start receiving leads in the Marriott Sales System.	11 Jun 25	In Progress	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0
Confirm - HWS Group eChannels active	Confirm that the two approved group e-channels for Marriott hotels are active to ensure small groups are able to use the Instant Book functionality of QuickGroup and Groupsync.	16 Jul 25	In Progress	Chris Curtis	O+T Core Project Plans - US/CAN	0/0

Opening_sales advisory tracking

Confirm - Property GM hire timeline	Confirm General Manager & Sales Leader hire date and indicate who will complete all Sales Action Planning in preopening. Post details in the Task Comments.	19 Mar 25	Complete	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0
Confirm - Hotel website searchable	Verify that hotel website is searchable on marriott.com, and accuracy of UNAP: URL, Hotel Name, Hotel Address, Hotel phone number. If updates are required, submit request through Marriott Service Portal. Keep task in progress until all information is verified as accurate. Keep us posted with details in the Task Comments.	21 May 25	Complete	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0
Attend - Preopening RAMP Meeting	Scheduled by your dedicated Preopening Sales Advisory Services team. Required attendees are Above Property & Hotel Leaders. Meetings are meant to be in-person, in the market where the hotel is opening.	16 Jul 25	Not Started	Kyle Hartley	O+T Core Project Plans - US/CAN	0/0
Confirm - Hotel website bookable	Property team verify that the hotel website is bookable on sell date or later. The Preopening Revenue Manager will notify you when Marriott.com is bookable. Keep us posted in the comments.	16 Jul 25	Complete	Chris Curtis	O+T Core Project Plans - US/CAN	0/0
Confirm - OTA bookable	Property team verify that the OTAs are bookable on sell date or later. The Preopening Revenue Manager will notify you when Marriott.com is bookable. *Note: Current OTA bookable activation time is lagging Marriott.com bookable activation by 2 weeks or more, depending on the OTA.	13 Aug 25	In Progress	Chris Curtis	O+T Core Project Plans - US/CAN	0/0
Confirm MI service - Marriott's CEC elevated Property Support Services (PSS)	Confirm status if hiring Property Support Services, through Marriott's Customer Engagement Centers. Not to be confused with Worldwide Reservations, this is a service designed to help property teams manage voice reservations. Refer to MGS for detail and costs. Enroll through eFast in Marriott Global Source. Mark N/A if not participating.	19 Nov 25	Complete	Opening_Above Property_OPS	O+T Core Project Plans - US/CAN	0/0

Confirm MI service - Marriott's Digital Services (MDS)	MDS provides digital support services for open hotels. Review their FAQ for considering their services. Links to their annual programs and A La Carte offer pricing and overview of services.	19 Nov 25	Complete	Opening_Above Property_SALES	O+T Core Project Plans - US/CAN	0/0
Confirm MI service - Marriott's Revenue Management Advisory Services (RMAS)	<p>Confirm status if participating with Marriott's RMAS Team. Review their Post Opening Revenue Management offerings and determine start date.</p> <p>If your Management Company does not have Above Property Revenue Leadership and/or you are required to contract services for Post Opening RMAS support, defer to your Marriott Preopening Sales & Revenue Leaders for more information.</p> <p>Provide details and updates as you progress through this task here in comments. Including contract and confirmed start date.</p>	19 Nov 25	Complete	Opening_Above Property_REV	O+T Core Project Plans - US/CAN	0/0

Opening_total hotel

Confirm - Power of Clean + RPM Plan	Develop & Implement the Rooms Preventative Maintenance Program (RPM) based on the Brand Standard. Each hotel should have a Power of Clean and Room Preventive Maintenance plan tracked in Empower/GXP using Transcendent. Include Housekeeping Administration Resources when developing the plan.	15 Oct 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Confirm plan - training - Marriott Bonvoy all associates	Training will be assigned based on profiles built in the DLZ. Job aids are available based on Roles/Property Management Systems. Ensure training for Cobalt Program & Ambassador Service is completed for necessary individuals.	15 Oct 25	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0
Submit - Certificate of Insurance (COI) to Marriott	Once you can submit the COI to Marriott, we can release the Trainers. Be sure to send the COI to the contact email here. Copy your OM and marriott@certfocus.com on the email to Franchise Insurance.	22 Oct 25	Need Resources	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0

Submit - Required licenses + permits to OM	Submit ADA Certification, Health, Pool, Elevator, and Liquor (if applicable). Also, submit photos of exterior of hotel, parking lot, landscaping, lobby, exercise room, pool, kitchen, guest rooms, guest corridors, and guest laundry	29 Oct 25	Need Resources	Jacob Cacek	O+T Core Project Plans - US/CAN	0/0
Review resource - Franchise Services Talent Development	Review the dedicated MGS page to Marriott's Franchise Services Talent Development offerings.	11 Mar 26	Not Started	Opening_General Manager	O+T Core Project Plans - US/CAN	0/0