After Hours Franchisee Market Hot Handoff

When a Franchisee call is received during the appropriate offices hours of **8:30-5:30pm Monday-Friday**, the call should be transferred to the appropriate office.

When the Franchisee office is **closed**, **5:30pm-8:30am (local Franchisee office time), and on weekends**, an oppty is to be created, qualified and lost or sent as a Hot Handoff.

The Franchisee List is updated with approximate rate ranges and min. stay requirements for each local Franchisee market.
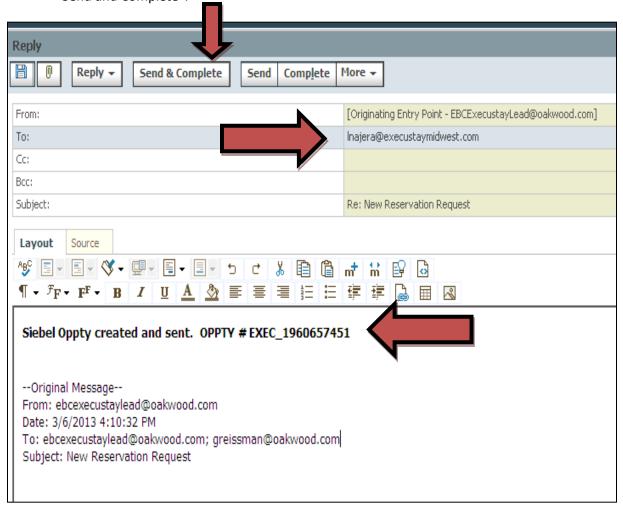
[W:\EBC Sales & Service\Job Aids\ExecuStay](W:\EBC Sales & Service\Job Aids\ExecuStay)

- Create an oppty
- Quote Approx. rates from the Franchisee List
- If rate and min. stay qualified and guest is ready to book, proceed to Booking Procedures
- If price and min. stay qualified and guest is not ready to book, send as a Hot Handoff
    - **Opportunity Sub Type** = ExecuStay
    - **Send to Project** = Choose the appropriate area. All Franchisee Projects start with "ESF". Franchisee List specifies the proper Project #.
    - Complete the oppty
    - Notate Rates Quoted in Additional Needs box
    - Complete a Hot Handoff Template in the Activities
    - Local Franchisee office will follow up with the guest.
- Provide the guest with the Franchisee Phone Number located on the Franchisee List
- If the guest is not qualified– lose the oppty.

ExecuStay Franchisee Email Request

ExecuStay Franchisee email requests submitted on ExecuStay.com will automatically be routed to the appropriate Franchisee office. <u>You are still required to check all ExecuStay email requests to ensure that it is not for a Franchisee location.</u> If the request is for a Franchisee location follow the steps outlined below:

- Locate the auto-created oppty in Siebel
- Fill out the oppty with the information provided
- Create a Siebel "Activity" with the Inbound email pasted into the "Comments" field
- **Opportunity Sub Type** = ExecuStay
- **Send to Project** = All Franchisee Project #'s start with "**ESF**". The Franchisee List specifies the proper Project #.
- Locate the email address to the appropriate Franchisee Location on the Franchisee list.
- In the Cisco email reply, notate that an oppty has been created and sent and provide the oppty number
- Input the appropriate Franchisee location's email address in the "To" field of the email and hit "Send and Complete".

ExecuStay Franchisee Booking Process

If you receive a call during normal hours of operation for the appropriate Franchisee location, transfer the guest to the appropriate Franchisee location.

If it is after-hours for the Franchisee location in question (5:30pm-8:30am and on weekends) and the caller is ready to book a reservation:

- If the caller is able to access ExecuStay.com they can process the booking online. Walk them through steps. (View following screenshots for process of how to book a reservation on ExecuStay.com) If the location desired is not available to book on-line, create an oppty and send to the location as a Hot Handoff. ***NOTE: If a location is not showing available on the website, it <u>DOESN'T</u> mean that it is completely ruled out as an option or that other suitable options don't exist. Allow each Franchisee location to make that determination by sending the lead as a Hot Handoff.***

- If the caller doesn't have access to ExecuStay.com, you can process the booking for them on the website. ***NOTE: If a location is not showing available on the website, it DOESN'T mean that it is completely ruled out as an option or that other suitable options don't exist. Allow each Franchisee location to make that determination by sending the lead as a Hot Handoff.***

On-line ExecuStay Franchisee Booking

All ExecuStay Franchisee Bookings are to be submitted on ExecuStay.com. If the guest is ready to book, it is After Hours for the appropriate Franchisee location, and the guest doesn't have internet access:
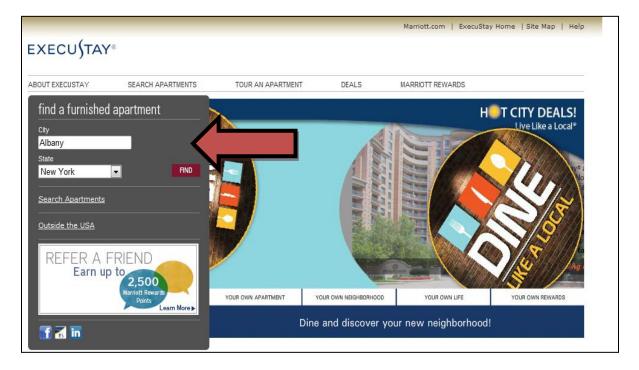
- Fill out the oppty with the information provided
- Create a Siebel "Activity" with "BOOKED ONLINE, SEE ATTACHMENTS" in the "Comments" field
- **Opportunity Sub Type** = ExecuStay
- **Send to Project** = All Franchisee Project #'s start with "**ESF**". The Franchisee List specifies the proper Project #.
  - Access the property desired on ExecuStay.com
  - If the property is showing unavailable, advise guest and offer something else. If unable to book it, send as a HH. Possible messages indicating you cannot book it:

Navigating and Submitting a Booking for a Franchisee Market ExecuStay.com
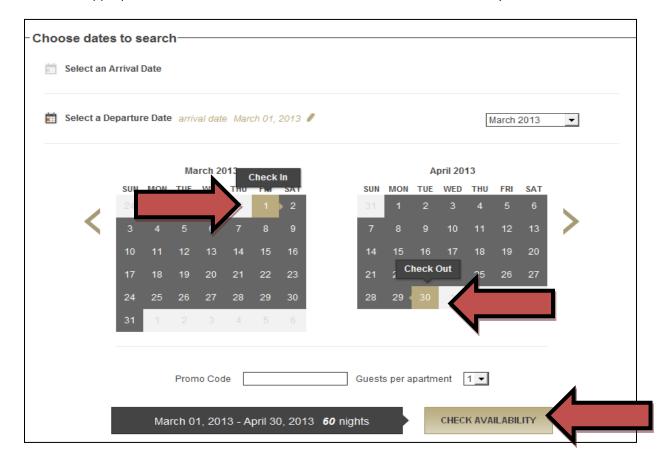
Enter the City and State desired

Select the Property the guest desires to book and select *Check Rates and Availability*:

Select the appropriate *Check In* and *Check Out* dates and select *Check Availability*:

Select the appropriate choice for the guest.

Summary

Dates	
Arrival:	Fri 3/01/2013
Departure:	Tue 4/30/2013
Total Nights:	60

Apartments

2 Bedroom Apartment

2 bedroom 2.5 bath apartment - townhouse style with attached garage fully equipped kitchen living / sitting area dining area/ 1370 sq ft

RATES STARTING AT
$130^{15}

Apartment	Average Rate	Rate Description	Total	
SELECT	$137.00	Retail Rate 30-89	$9124.20	
SELECT	$130.15	Corporate Rate 30-89	$8668.20	

Convert Currency =

3 Bedroom Apartment

3 bedroom 2 bathroom apartment fully equipped kitchen/ living / sitting area dining area/ 1550 sq ft

RATES STARTING AT
$141^{55}

Apartment	Average Rate	Rate Description	Total	
SELECT	$149.00	Retail Rate 30-89	$9923.40	
SELECT	$141.55	Corporate Rate 30-89	$9427.20	

Convert Currency =

Complete the Reservation Form using the guest's information. **In the "Email Address" Field enter YOUR Oakwood email address. In the "Special Requests" Field enter the following information:**

Booked By <u>INSERT YOUR NAME</u> @ EBC. Siebel OPPTY # _____.

Confirmation	COMPLETE RESERVATION »

Return Guests

Email [ ]   Password [ ]

Forgot Password

Log In

Primary Contact Details

Required fields are in bold *

Title	[▼]
First Name*	[ ]
Last Name*	[ ]
Company Name	[ ]
Address*	[ ]
City*	[ ]
State/Province	[▼]
Other	[ ]
Zip/Postal Code	[ ]
Country*	[UNITED STATES ▼]
Phone*	[ ]
Email Address*	[ ]
Alternate Email	[ ]
Create Password*	[ ]
Confirm Password*	[ ]
Reason for your trip	[Please Select ▼]
Other	[ ]
Special Requests	[ ]

☑ Include in future email Promotions and Special Offers

Guest Preferences

Marriott Rewards Number	
Apartment and Accessibility	No Preference ▼
Pillow Preference	No Preference ▼
Rollaway/Crib	None ▼
Apartment Location	No Preference ▼
Anticipated Arrival Time	00:00 ▼
Early Arrival Time	☐
Extra Towels	☐
Feather Free Room	☐

Guest Details

− +

Apartment : 2 Bedroom Apartment ▲

☐ Use Primary Guest Details

Dates	March 01, 2013 – April 30, 2013
Guests	1 Guests
Contact	**First Name*** **Last Name***

Room contact must be at least 18 years old.

Email Address

Special Requests

☑ Include in future email Promotions and Special Offers

Cancellation Policy
Cancel 14 days prior to arrival to avoid penalty equal to 14 nights stay plus tax

Travel Planners (Optional)

IATA number (for travel agents)

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*Note: You will obtain the guests Credit Card information and enter it on the website. You are not to notate this information anywhere else. Select the "Yes, I accept these Terms and Conditions".

Billing Information

We need a credit card to hold and guarantee your reservation although you won't be charged at the time of booking (unless stated otherwise.) To ensure your security, your credit card information is encrypted while in transit and stored on secure servers.

Type *   **Number ***   **Expiration ***

American Express ▼   ▼   ▼

Billing Name   Billing Address   VeriSign Trusted ™

Upon credit approval, stay charges are billed monthly, rather than lump sum amount.

Terms & Conditions
In order to complete this transaction, you must read and agree to the Terms and Conditions

☐

COMPLETE RESERVATION »

* Yes, I accept these Terms & Conditions

Confirmation Email to the Guest

Once the Reservation has been booked on ExecuStay.com, the confirmation will be sent to your Outlook email.

- The confirmation will be forwarded to the guest, cc the email address listed for the appropriate Franchisee location on the Franchisee list.
- Attach the "Terms and Conditions" document located in the ExecuStay Job Aid folder on the W:Drive.
- Drag and Drop the sent confirmation email into the "Attachments " tab of the oppty