

# SERVICE STRATEGY REFRESH

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## EXECUTION HANDBOOK

VERSION NOV 2015



MEMBERS GET  
**MORE**

# Asia Pacific - Marriott Rewards Service Strategy 2.0

## Benefits at a Glance

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
<b>ROOM TYPE</b>																
1	Guaranteed room type	x	x	x	x	x	x			x	x	x	x			o Global Standard
2	Guaranteed bed type	x	x	x	x	x	x			x	x	x				o Global Standard
3A	Upgrade to Premier room type / Next level upgrade	x	x	x	x	x				x	x	x	x			o Brands excluded: FF & MEA
3B	Upgrade to Suite	x	x	x	x	x				x	x	No Suites go empty	No Suites go empty			<ul style="list-style-type: none"> <li>o Brands excluded: FF &amp; MEA</li> <li>o Villa, Presidential, Chairman and Signature Suites may be included.</li> <li>o X5 &amp; X4: Unlimited nights</li> <li>o P6 &amp; X1: Max. 3 nights</li> <li>o Additional nights subject to hotel's discretion</li> </ul>

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
<b>PRE-ARRIVAL</b>																
4A	48-Hour Guaranteed Availability	x	x	x	x	x	x			x	x	x				o Global Standard
4B	Ultimate reservation guarantee	x	x	x	x	x	x			x	x	x	x	x		o Global Standard

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
<b>CHECK-IN</b>																
5A	Priority In-room Check-in	x	x	x	x	x				x	x	x	x			o Australia market: Platinum & above
5B	Priority MR Desk Check-in	x	x	x	x	x	x	x						x	x	o Australia market: Gold & below
<b>CHECK-OUT</b>																
6	Priority late check-out	x	x	x	x	x				4pm GTD	4pm GTD	4pm GTD	x	x		• X1 & M1: Subject to availability

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
MEMBERS LOUNGE (EFL/CLUB LOUNGE)																
7	Members lounge access (Member + 1 Guest)	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"><li>Brands excluded: FF &amp; MEA</li><li>Resorts &amp; Non-EL Hotels: Not applicable</li></ul>
8	Complimentary Breakfast (Member + 1 Guest)	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"><li>Brands excluded: FF &amp; MEA</li><li>Resorts: Not applicable</li><li>In-room Dining: Not applicable</li></ul>
9	2-Hr Comp EL/CL - Meeting Room usage per stay	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"><li>Brands excluded: FF &amp; MEA</li><li>Resorts &amp; Non-EL Hotels: Not applicable</li></ul>
10	10-pieces Comp Color or B&W Printing per stay	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"><li>Brands excluded: FF &amp; MEA</li><li>Resorts &amp; Non-EL Hotels: Not applicable</li></ul>
11	10-pieces Comp Color or B&W Photocopy per stay	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"><li>Brands excluded: FF &amp; MEA</li><li>Resorts &amp; Non-EL Hotels: Not applicable</li></ul>

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
INTERNET																
12A	Complimentary Basic Wi-Fi in guestroom	x	x	x	x	x	x	x		x	x	x	x	x	X	<ul style="list-style-type: none"><li>○ MH Mulu excluded</li><li>○ For all new enrolments and members, regardless of booking channel</li></ul>
12B	Complimentary - Next level Premium tier high-speed Internet in guestroom	x	x	x	x	x	x	x		x	x	x				<ul style="list-style-type: none"><li>○ MH Mulu excluded</li></ul>

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
<b>WELCOME &amp; FAREWELL AMENITY</b>																
13	Guaranteed Platinum - Arrival Gift	x	x	x	x	x	x			x	x	x				o Global Standard
14A	Welcome Amenity placed in guestroom with a handwritten Welcome Card signed by GM	x	x	x	x	x	x	x		x	x	x				o Daily Amenity replenishment
14B	Welcome Amenity placed in guestroom with a Welcome Card signed by Exec Comm .	x	x	x	x	x	x	x					x	x		o GOLD and SILVER: On Day of Arrival only
15	Farewell Gift	x	x	x	x					x	x	x				o Placed at Turndown on last day of stay
<b>MR-MILESTONE AMENITY</b>																
16	MR - Milestone Amenity on 10th, 20th, 30th, 40th, 45 <sup>th</sup> night	x	x	x	x									x	x	<ul style="list-style-type: none"> <li>o Recommend to place amenity in room at turndown on last day of stay</li> <li>o Hotel developed Amenity Program</li> <li>o Nights refers to MR room nights</li> </ul>

No.	Service Deliverables	Brands								Plat. 5-Star	Plat. Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
ADDITIONAL SERVICES																
17	Personal Butler Service	x								x	x					<ul style="list-style-type: none"><li>o Hotel developed services program</li><li>o Applicable from Pre-Arrival stage</li></ul>
18	2-piece Complimentary Pressing service per stay	x	x	x	x					X	x	x	x			
19	Laundry Discount	x	x	x	x	x				20%	20%	20%	20%	20%		<ul style="list-style-type: none"><li>o Refers to all Laundry, Dry-clean and Pressing services</li></ul>
20	Food & Beverage Discount	x	x	x	x	x				20%	20%	20%	20%	10%		<ul style="list-style-type: none"><li>o Applies for all F&amp;B consumption including alcoholic beverages</li><li>o Does not apply for Breakfast, Banquets, In-room Dining, Minibar consumption or special promotions</li></ul>
21	Spa Treatment Discount	x	x	x	x					20%	20%	20%	20%	20%		<ul style="list-style-type: none"><li>o Not applicable for In-room treatments</li><li>o Managed only</li></ul>
22	Retail Purchases or Gift Shop Discount	x	x	x	x					10%	10%	10%	10%	10%		<ul style="list-style-type: none"><li>o Global Standard (Managed only)</li></ul>



# 1. Guaranteed room type

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
1	Guaranteed room type	X	X	X	X	X	X			X	X	X	X			o Global Standard

- ❖ Platinum members with a priority over Golds
- ❖ Smoking/non-smoking preferences may also be given priority, based on availability
- ❖ Pillow, room location, extra bed and baby crib are not guarantee
- ❖ Compensation applies when guarantee is not met:
  - \$ 100 USD – JW, MH, RH, AK
  - \$ 50 USD – CY
  - \$ 25 USD – FF
  - Loyalty Rewards number must be included on reservation
  - Compensation given for paid and redemption stays
  - Same day reservation/hotel walk-ins are not eligible for compensation



## 2. Guaranteed bed type

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
2	Guaranteed bed type	X	X	X	X	X	X			X	X	X				o Global Standard

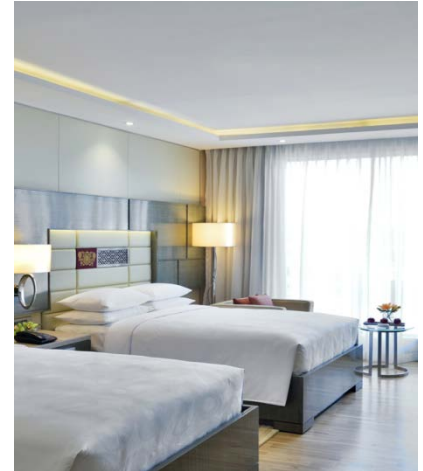
- ❖ Exact bed sizes may vary
- ❖ Bed type preferences must be included with the reservation
- ❖ Reservations made through meeting planners, travel agents, wholesalers or other third party sources must include this information in order to be included in the Guarantee



# 3A. Upgrade to premier room type

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
3A	Upgrade to Premier room type / Next level upgrade	x	x	x	x	x				x	x	x	x			o Brands excluded: FF & MEA

- ❖ Based on availability at check in
- ❖ Limited to member's personal room only
- ❖ Repeat Elite guests will be given the priority
- ❖ Individual hotels decide the term - room upgrade. Room upgrade can refer to room with desirable view, high floor, amazing amenities, corner room, Executive Floor or suite



# 3B. Upgrade to suite

No.	Service Deliverables	Brands							Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA	X5	X4	P6	X1	M1	Y1	
3B	Upgrade to Suite	x	x	x	x	x			x	x	No Suites go empty	No Suites go empty			<ul style="list-style-type: none"> <li>Brands excluded: FF &amp; MEA</li> <li>Villa, Presidential, Chairman and Signature Suites may be included.</li> <li>X5 &amp; X4: Unlimited nights</li> <li>P6 &amp; X1: Max. 3 nights</li> <li>Additional nights subject to hotel's discretion</li> </ul>

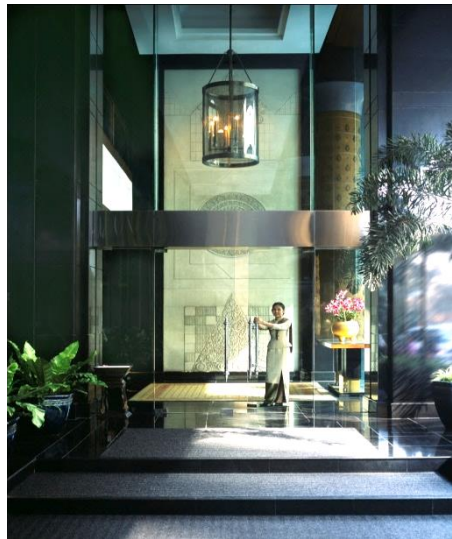
- ❖ Subject to Continent LSOP on MR-NoSuitesGoEmpty Program\_July2012
- ❖ Villa, Presidential, Chairman & any Signature Suites may be included in the pool of suite upgrades, subject to the discretion of the individual property



# 4A. 48-Hour guaranteed availability

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
4A	48-Hour Guaranteed Availability	X	X	X	X	X	X			X	X	X				o Global Standard

- ❖ Platinum members are guaranteed room availability at any property worldwide for reservations booked 48 hours prior to arrival
- ❖ Valid only on members personal room
- ❖ Benefit cannot be used in conjunction with:
  - Stays booked at promotional or discount rates
  - Stays booked at redemption rates



## 4B. Ultimate reservation guarantee

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
4B	Ultimate reservation guarantee	x	x	x	x	x	x			x	x	x	x	x		o Global Standard

- ❖ Hotel that is unable to honor a reservation may walk member to a comparable hotel and pays for room accommodations for the night, PLUS apply the following compensation scheme
- ❖ Loyalty Rewards number and a valid credit card number must be included with the reservation
- ❖ For APAC Continent, Platinum members and above cannot be walked



The sample script below can be used to inform guests that the hotel cannot honor their reservation:



Unfortunately, Mr./Ms. \_\_\_\_\_, due to a few unexpected stay overs, we are overbooked. We have arranged alternate accommodations for you at the nearby \_\_\_\_\_ hotel. We will be paying for room and tax for tonight as well as (one) long distance and (one) local phone call(s). Also, we will provide for your transportation to and from the hotel, if needed. We will inform anyone wishing to contact you of your new location. Is there anything else we should be aware of?

Elite level	JW	MH	RH	AK	CY	FF
Plat & above	USD 200 + 90,000 points				USD 100 + 90,000 points	
Gold					USD 100	
Silver						
Basic	N/A					

# 5A & 5B. Priority check-in

No.	Service Deliverables	Brands							Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA							
	OPERA PMS Coding								X5	X4	P6	X1	M1	Y1	
5A	Priority In-room Check-in	X	X	X	X	X			X	X	X	X			o Australia market: Platinum & above
5B	Priority MR Desk Check-in	X	X	X	X	X	X	X					X	X	o Australia market: Gold & below

- ❖ Room Controller is responsible for pre-arrival planning information and service delivery follow-through
- ❖ RM/DOR will escort Gold members and above to their rooms for in-room check-in procedures
- ❖ RM/DOR follow up on queries and requests and own problem resolution

Elite level	Venue of C/I	Meet & greet by
Plat 5-Stat & Plat Premier	In-room	GM
Plat		RM/DOR
Gold*		RM/ROR
Silver	MR Desk	MOD
Basic		FO associate

\*Australia market in-room check-in applies to Platinum members or above

- ❖ A clearly identifiable desk or designated reception area for the exclusive use for MR members priority check-in / check-out
- ❖ Our best associates & supervisors staff this desk, and this desk is always manned
- ❖ Don't have a MR sign? Contact Property Support to order

## Guangzhou

chinaresourcedesk@marriott.com

## Kuala Lumpur, Malaysia

klresourcedesk@marriott.com

## Japan

tokyoresourcedesk@marriott.com





## 6. Priority late check-out

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
6	Priority late check-out	x	x	x	x	x				4pm GTD	4pm GTD	4pm GTD	x	x		<ul style="list-style-type: none"> <li>X1 &amp; M1: Subject to availability</li> </ul>

- ❖ APAC hotels extend complimentary late check-out time till 4PM for Platinum Elites or above
- ❖ Gold & Silver Elites: based on availability





# 7 & 8. Members lounge access/breakfast

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
7	Members lounge access (Member + 1 Guest)	X	X	X	X	X				X	X	X	X			<ul style="list-style-type: none"> <li>Brands excluded: FF &amp; MEA</li> <li>Resorts &amp; Non-EL Hotels: Not applicable</li> </ul>
8	Complimentary Breakfast (Member + 1 Guest)	X	X	X	X	X				X	X	X	X			<ul style="list-style-type: none"> <li>Brands excluded: FF &amp; MEA</li> <li>Resorts: Not applicable</li> <li>In-room Dining: Not applicable</li> </ul>

- ❖ Lounge offers daily breakfast and brand standard F&B Exec lounge offerings
- ❖ The accompanying guest of the member does not need to be an in-house guest
- ❖ Members lounge needs to be operated minimally 6:30-23:00 daily. Opening hours may be extended to reflect arrival and departure patterns (e.g. Mumbai).

Hotel type / facility	Lounge Access	Breakfast	Compensation
City hotels with lounge serving breakfast	√	N/A	Give free breakfast
City Hotels with lounge NOT serving breakfast (i.e., due to renovation)	N/A	√	USD 100*
Resort Hotels	N/A	N/A	N/A

\*Not applicable to CY



# 9, 10 & 11. Members Lounge - other benefits

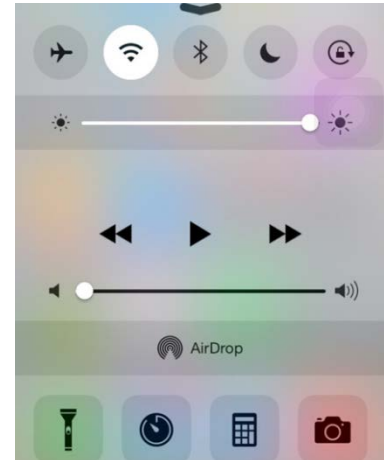
No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
9	2-Hr Complimentary EL/CL - Meeting Room usage per stay	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"> <li>Brands excluded: FF &amp; MEA</li> <li>Resorts &amp; Non-EL Hotels: Not applicable</li> </ul>
10	10-pieces Complimentary Color or B&W Printing per stay	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"> <li>Brands excluded: FF &amp; MEA</li> <li>Resorts &amp; Non-EL Hotels: Not applicable</li> </ul>
11	10-pieces Complimentary Color or B&W Photocopy per stay	x	x	x	x	x				x	x	x	x			<ul style="list-style-type: none"> <li>Brands excluded: FF &amp; MEA</li> <li>Resorts &amp; Non-EL Hotels: Not applicable</li> </ul>

- ❖ Resorts & Non-EL Hotels: Not applicable
- ❖ Meeting room usage: on availability
- ❖ Complimentary or chargeable for subsequential usage depends on hotel's flexibility

# 12. In-room Wi-Fi

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
12A	Complimentary Basic Wi-Fi in guestroom	x	x	x	x	x	x	x		x	x	x	x	x	x	<ul style="list-style-type: none"> <li>MH Mulu excluded</li> <li>For all new enrolments and members, regardless of booking channel</li> </ul>
12B	Complimentary - Next level Premium tier high-speed Internet in guestroom	x	x	x	x	x	x	x		x	x	x	x			<ul style="list-style-type: none"> <li>MH Mulu excluded</li> </ul>

❖ Subject to Property Internet Brand Standard, Dec 2014 



# 13. Guaranteed Platinum arrival gift

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
13	Guaranteed Platinum - Arrival Gift	X	X	X	X	X	X			X	X	X				o Global Standard

Brand	Gift	Compensation
JW, MH, RH, AK	500 points OR F&B amenity	USD 100
CY	250 points OR F&B amenity	USD 50
FF	200 points OR F&B amenity	USD 25

- ❖ Hotel can reference to the [selection list on MGS](#) or choose a local amenity that makes Platinum members feel they are truly welcome
- ❖ Miles earning members can only choose local F&B amenity as bonus miles cannot be awarded as part of this benefit



As a Platinum member, will you feel welcome by receiving this set of fruit?  
Sometimes presentation matters!

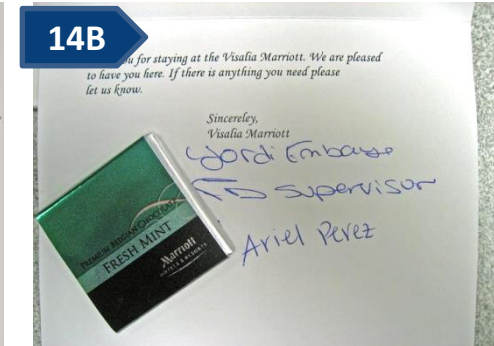
# 14. Welcome amenity

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
14A	Welcome Amenity placed in guestroom with a handwritten Welcome Card signed by GM	x	x	x	x	x	x	x		x	x	x				o Daily Amenity replenishment
14B	Welcome Amenity placed in guestroom with a Welcome Card signed by Exec Comm .	x	x	x	x	x	x	x					x	x		o GOLD and SILVER: On Day of Arrival only

- ❖ Placed in guestrooms
- ❖ Welcome amenity for Elite members shall be developed individually by the property team that creates a sense of place for the members



Sample of signed and handwritten welcome card



Sample of signed welcome card

# 15. Farewell gift

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
15	Farewell Gift	x	x	x	x					x	x	x				o Placed at Turndown on last day of stay

- ❖ Individual hotel developed Farewell Gift program.
- ❖ A good farewell gift captures the memories of the guests' stay or the sense of place.
- ❖ The gift should be thoughtfully small and easy to pack. No bulky boxes or large items for a carry-on bag.



# 16. MR – Milestone amenity

No.	Service Deliverables	Brands								Plat 5-Star	Plat Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
16	MR - Milestone Amenity on 10th, 20th, 30th, 40th, 45 <sup>th</sup> night	X	X	X	X									X	X	<ul style="list-style-type: none"> <li>Recommend to place amenity in room at turndown on last day of stay</li> <li>Hotel developed Amenity Program</li> <li>Nights refers to MR room nights</li> </ul>

- ❖ Individual hotel developed Amenity Program.
- ❖ Rooms Controller to use OPERA PMS to verify the number of room nights a Basic/Silver member has accumulated and accord the program.

Member level	No. of night on OPERA	No. of night on reservation	Rule of thumb	Action (Y/N)
Basic	Nights to renew SILVER level 4	3	Award milestone amenity when the number of night on OPERA - the number of nights on reservation $\leq 0$	No action is required 4-3=1
	Nights to renew SILVER level 2	3		Award milestone amenity 2-3=-1
Silver	Nights to achieve GOLD level 11	3	Award milestone amenity when the number of night to renew/achieve gold level - the number of night on reservation reaches 5,10,20,30	Award milestone amenity 11-3=8
	Nights to achieve GOLD level 22	2		Award milestone amenity 22-2=20

Alert - IMPORTED

Burns, Jim

Reservation

MARSHA FIELDS

Collect Certificate upon arrival

Top 50

Earns Points

SILVER

Member Since 04-13-97 MR# 339606600

Current Balance - 808924.99

Nights to Renew SILVER Level 4

SILVER

OK

# 17. Personal butler service

No.	Service Deliverables	Brands								Plat. 5-Star	Plat. Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
17	Personal Butler Service	x								x	x					o From Booking to Post-stay

- ❖ Dedicated Service Personnel to allow Elite Member to contact right after making their reservations at any JW Hotel
- ❖ Butler Service Program may be developed by Individual hotel





# 18 & 19. Comp pressing & laundry discounts


No.	Service Deliverables	Brands								Plat. 5-Star	Plat. Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
18	2-piece Comp Pressing service per stay	x	x	x	x					x	x	x	x			
19	Laundry Discount	x	x	x	x	x				20%	20%	20%	20%	20%		o Laundry, Dry-clean, Pressing

- ❖ Hotels with hotel-managed laundry: Mandatory
- ❖ Hotels with out-sourced laundry: Recommend to align



## 20. Food & beverage discounts

No.	Service Deliverables	Brands								Plat. 5-Star	Plat. Premier	Platinum	Gold	Silver	Basic	Special Remarks
	OPERA PMS Coding	JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
20	Food & Beverage Discount	x	x	x	x	x				20%	20%	20%	20%	10%		<ul style="list-style-type: none"> <li>o Applies for all F&amp;B consumption including alcoholic beverages</li> <li>o Does not apply for Breakfast, Banquets, In-room Dining, Minibar consumption or special promotions</li> </ul>

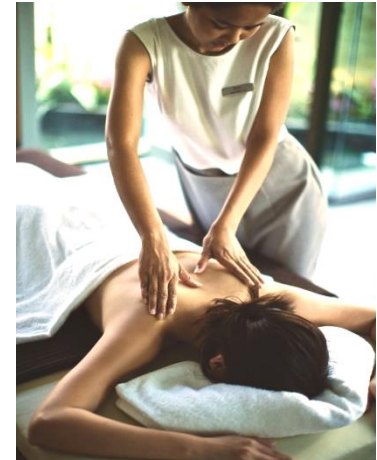
- ❖ Subject to Continent LSOP on Marriott Rewards Elite Member Food & Beverage Discount, Sep 2015 
  - PLATINUM & GOLD: 20%, SILVER 10%
  - A la carte menu discount applies for up to 4 persons
  - Blackout dates apply



# 21. Spa treatment discounts

No.	Service Deliverables	Brands								Plat. 5-Star	Plat. Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
21	Spa Treatment Discount	x	x	x	x					20%	20%	20%	20%	20%		o Not on In-room Massage

- ❖ Hotels with hotel-managed spa: Mandatory
- ❖ Hotels with out-sourced spa: Recommend to align



## 22. Gift shop discounts

No.	Service Deliverables	Brands								Plat. 5-Star	Plat. Premier	Platinum	Gold	Silver	Basic	Special Remarks
		JW	MH	RH	AK	CY	FF	MEA		X5	X4	P6	X1	M1	Y1	
22	Retail Purchases or Gift Shop Discount	x	x	x	x					10%	10%	10%	10%	10%		o Global Standard

- ❖ At Marriott owned and operated gift shops
- ❖ Present membership card at time of purchase to receive discount
- ❖ Clothing / Gifts & Souvenirs / Imprints & Logo / Jewelry & Accessories / Facial & Bodycare Products



# APPENDIX

# LIST OF RESORT HOTELS

## AUSTRALIA

- ❖ Surfers Paradise Marriott Resort

## CHINA

- ❖ JW Zhejiang Anji
- ❖ Jixian Marriott Hotel
- ❖ Renaissance Sanya Resort & Spa
- ❖ Sanya Marriott Hotel DaDonghai Bay
- ❖ Sanya Marriott Yalong Bay Resort

## INDIA

- ❖ JW Mussoorie Walnut Grove Resort
- ❖ Goa Marriott Resort & Spa

## INDONESIA

- ❖ Autograph The Stones Hotel- Legian Bali
- ❖ Courtyard Bali Nusa Dua
- ❖ Courtyard Seminyak



# LIST OF RESORT HOTELS

## JAPAN

- ❖ Okinawa Marriott Resort & Spa
- ❖ Renaissance Okinawa Resort
- ❖ Renaissance Naruto Resort

## MALAYSIA

- ❖ Miri Marriott Resort & Spa
- ❖ Marroitt Mulu Resort

## THAILAND

- ❖ Rayong Resort & Spa
- ❖ Renaissance Phuket Resort & Spa
- ❖ JW Phuket
- ❖ JW Khao Lak Resort & Spa
- ❖ Pattaya Marriott Resort & Spa
- ❖ Renaissance Koh Samui Resort & Spa



# FOR ENQUIRIES

## Service Strategy Refresh

Contact your Area Director of Operations  
Or Property Support

- Japan: [tokyoresourcedesk@marriott.com](mailto:tokyoresourcedesk@marriott.com)
- Greater China: [chinaresourcedesk@marriott.com](mailto:chinaresourcedesk@marriott.com)
- Rest of Asia Pacific: [klresourcedesk@marriott.com](mailto:klresourcedesk@marriott.com)