

Tips for Professional Chatting

1

Identify Chat Cases

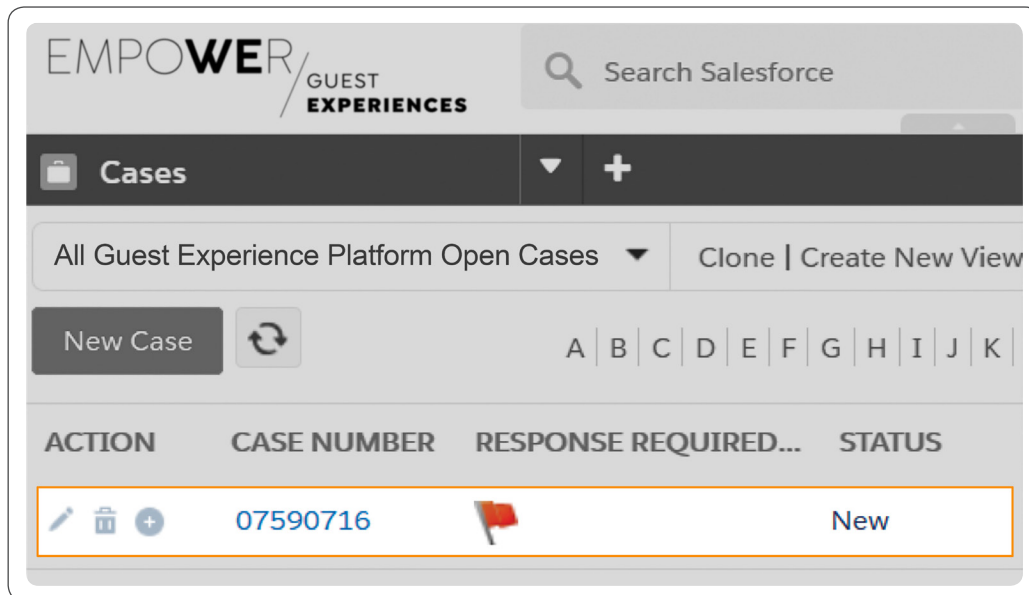
2

Respond to the Guest

- 1.1 From the **All Guest Experience Platform Open Cases** view, a chat case is identified by a flag icon, whereas a regular case is identified by the circle icon.



The red flag icon indicates that the guest was the last person to write and that action must be taken by a user to respond.



- 1.2 Click on the **Chat Case** to open and see the details.

- 1.3 Click the **Flag Icon** or **case number** to open **Case list view** link.



New chat cases are also identified by the notification box at the bottom of the screen. The box is greyed out initially, but turns orange when new cases are available. The number also updates as new cases arrive.



The Chat window is on the left side of the screen and the Case details are on the right. You can type directly into the chat response box and send a message to the guest or for frequently asked questions, you can load 'property chat response' messages to save time. Note: Please see a Property Admin at your hotel for managing the property chat response message list.

1

Identify Chat Cases

2

Respond to the Guest

2.1 In this example, we will use a property chat response message.

2.2 Select a suitable property chat response message from the drop-down menu.

Cases

1316

JANET LYONS:

Can you see if room 508 is available?

11/6/2017 10:24 AM

System User:

Good Day and thank you for connecting with us. One of our associates will be with you shortly.

11/6/2017 10:24 AM

ZIPPORAH TAYLOR:

Hello Ms. Lyons,

We do have room 508 available! I will note your request on the reservation.

11/6/2017 10:27 AM

JANET LYONS:

Thx!!!

11/6/2017 10:28 AM

None

Thanks For Using App

Request on Reservation

Items In Room- Pre Arriva

Early CI Request

Breakfast Hours- Summer

2.3 Edit the message by adding a clear title and the verbiage you want to include. Remember to check spelling and grammar before submitting your message.



TOP TIP

The response appears in the chat response box. You can edit this message if needed, before responding to the guest. As a good practice, personalize the chat conversation by using the guest's name in the conversation as much as possible. Always ensure when chatting with a guest, that it is done using Marriott approved chat guidelines and ensure the tone is kept professional at all times. For common questions you can use the list of pre-canned responses, but always make sure to personalize the message too. Be thoughtful and professional in your responses, use the same tone of respect as you would when speaking to a guest in person.

2.4 Click **Submit**.

2.5 Once you respond to the guest, click out of the **Case** and return to the **All Guest Experience Platform Open Cases** list view.



TOP TIP

Now you can see that the flag icon has turned green. This indicates that a user was the last one to respond to the chat with the guest and there is no other action to take at this time.

2.6 **Refresh** the view.

2.7 Once you have responded to the guest, you should change the case to closed in the case view. Should the guest respond after that it will automatically reopen the same message/chat you previously had with them.

JANET LYONS:
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11/6/2017 10:24 AM

System User:
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11/6/2017 10:24 AM

ZIPPORAH TAYLOR:
Hello Ms. Lyons,
We do have room 508 available! I will note your request on the reservation.
11/6/2017 10:27 AM

JANET LYONS:
Thx!!!
11/6/2017 10:28 AM

ZIPPORAH TAYLOR:
No problem! See you soon!
11/6/2017 10:30 AM

Create Case

Submit

Your task is now complete. Please save this job aid for future reference.



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