



# DISCOVER I PREFER HOTEL REWARDS

## YOUR KEY TO A WORLD OF TRAVEL



Join for free today to receive these exclusive travel benefits here and at hundreds of other hotels, resorts, and residences around the world.

<i>I Prefer</i> Member Tiers and Benefits	Silver 0 - 24,999 Points	Gold 25,000 - 49,999 Points	Titanium 50,000+ Points
Points Bonus*		20%	50%
Access to Exclusive Member Rates	●	●	●
Early Check-in, Late Check-out**	●	●	●
Enhanced Room Upgrades**	●	●	●
Complimentary In-room or Enhanced Internet Access	●	●	●
Welcome Amenity***		●	●
Food and Beverage Voucher***			●
Digital Anniversary Gift			●
Access to Special Offers and Experiences			●

\*Silver Tier Members 10 points per US\$1 spent; Gold Tier Members earn 12 points per US\$1 spent; Titanium Tier Members earn 15 points per US\$1 spent

\*\*Based on availability \*\*\*Varies by property

### ENROLL TODAY FOR INSTANT BENEFITS

## PREPARING FOR *I PREFER* MEMBERS

Use this guide to ensure *I Prefer* Member guests receive their stay benefits from check-in to check-out. This and more information can always be found on *I Prefer* Profectus at [hotel.iprefer.com](http://hotel.iprefer.com).

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### PRIOR TO MEMBER CHECK-IN

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#### CONFIRM UPCOMING MEMBER ARRIVALS

with the Upcoming Member Stay Report at *I Prefer* Profectus – [hotel.iprefer.com](http://hotel.iprefer.com)

#### ENSURE MEMBERS RECEIVE THEIR STAY BENEFITS

- Early Check-in
- Complimentary In-room Wi-Fi
- Room Upgrade (This can be a higher floor, bigger room, better view; based on availability)
- Gold and Titanium Member Welcome Amenity (ensure amenity is ready prior to arrival)
- Titanium Member Dining Bonus
- Late Check-out

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### DURING MEMBER CHECK-IN

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#### THANK THE MEMBER FOR BEING A PART OF *I PREFER* HOTEL REWARDS

#### REMIND THE MEMBER ABOUT THEIR BENEFITS

Highlight any additional *I Prefer* Member benefits you may offer. Prepare a late check-out for the Member if they desire.

#### ASK ABOUT REWARD CERTIFICATES

If the Member does not have a certificate to redeem but has more than 12,500 points, remind them that they are eligible to redeem their points for a Reward Certificate to be used during this stay via their *I Prefer* Member account.

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### DURING MEMBER CHECK-OUT

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#### ASK ONCE MORE ABOUT REWARD CERTIFICATES

The Member may have redeemed points for a Reward Certificate during the course of their stay.

#### REDEEM REWARD CERTIFICATE THROUGH *I PREFER* PROPECTUS

Once redeemed, deduct Reward Certificate amount from the Member's final bill in your PMS.

#### THANK THE MEMBER FOR THEIR STAY AND FOR BEING A PART OF *I PREFER* HOTEL REWARDS

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### AFTER CHECK-OUT

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#### CONFIRM MEMBER STAY POINTS

If the Member did not receive points automatically for an eligible stay, the *I Prefer* Ambassador can use the Request Points form in Profectus.

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### CHECKING IN NON-MEMBER GUESTS

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#### ASK IF THEY WOULD LIKE TO ENROLL IN *I PREFER* HOTEL REWARDS

Use the opposite side of this card to provide the guest with a quick overview of the program, along with stay benefits, tiers, and more.

#### ENROLL NEW MEMBERS

Enroll them through *I Prefer* Profectus and ensure they receive benefits for their current stay as seen in the steps above.