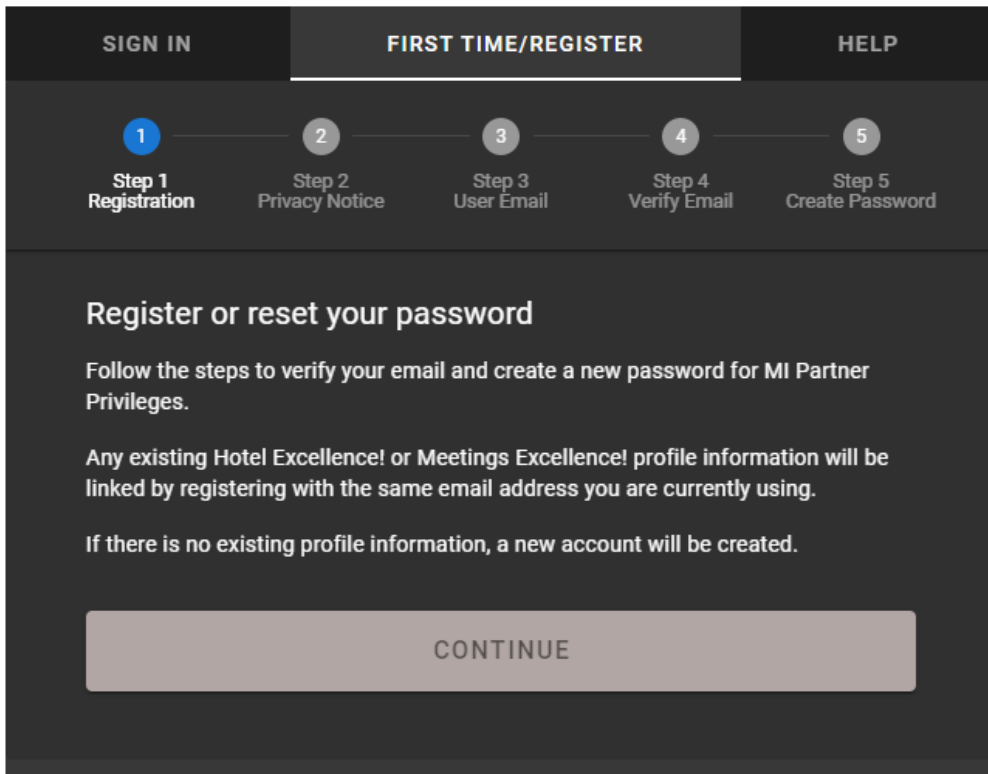


MARRIOTT HOTEL EXCELLENCE

To make bookings for your own personal self-travel (agent rates/industry rates **NOT** for your clients):

- If you have not done so already please complete the module trainings via Hotel Excellence website <https://hotelexcellence.marriott.com> Attached are the Q&As, call me if you run into challenges. Once completed you can book your own self personal travel at any of our 9,000+ global properties. Register and go.
 - o If you have not logged in the past 6mos you will need to reset your password. Screenshot below to reset password

with a single secure account.



- Once modules trainings are completed, use this same email & password to log into <https://www.travelagents.marriott.com/> to access the heavily discounted Famtastic rates. Agent rate for you NOT FOR YOUR CLIENTS
- Select Hotel Excellence tab, from the drop down select Access Fam-Tastic (Screenshot below)
- For your dates, perhaps update search to one night to see when Fam-tastic rates are available, OR, you are correct, rates could not be available if property/destination is busy. There is another tab next to Hotel Excellence "Promotions" this is a general travel agent rate which is 5% off, not as heavily discounted as Fam-tastic at 20-25% off.
- Contact me with any questions or challenges 😊

Welcome, Bridget Kroll

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MODULES

LUXURY

Classic Luxury

The Ritz-Carlton: Charles wants his family to remember their vacation for the rest of their lives. For one week he wants their every need to be anticipated while they enjoy and explore a new city. Experiential moments offered by the hotel would really elevate their experience

JW Marriott: Tonya is traveling for business, but she wants a hotel experience that provides warm, intuitive service and a chance to enjoy enriching programming when she isn't working. She wants a hotel that speaks to her sophistication and a stay that enriches her.

St. Regis: Juan is accustomed to exceptional experiences and loves environments that provide personalized, attentive service mixed with time-honored rituals.

Distinctive Luxury

The Ritz-Carlton Reserve: Amber and Tim are planning their anniversary trip, and they would love to visit a remote destination where they can enjoy incredible food and truly immersive experiences.

EDITON: Marcus is traveling for business, but he'll be ready to turn off his laptop at the end of the day to indulge in one-of-a-kind culinary creations from world-renowned chefs, mixologists, and partners

The Luxury Collection: Sarah loves hotels that help her to experience the locale while she is away from home. She looks for highly-skilled concierges, who are the destination authority, to help her connect her with the location and find 'hidden gems.'

W Hotels: Victor is visiting a city for the first time, but he wants to feel like a local right away. He needs insider tips to help him find the hottest nightlife spots in the city. He is also interested in a hotel where there is always a crowd and vibrant energy, in case he wants to enjoy a cocktail after work or before his night out

Bulgari Hotels: Jacques wants to find a resort in the most prime luxury neighbourhood in the city he plans to visit. An experience with a strong reference to the local culture balanced with an Italian contemporary luxury feel would work well for him.

Which of the following brand's locations brings to life a destination through experiential moments that are authentic to the destination? **Ritz-Carlton**

Which of the following brands inspires life's most meaningful journeys by coupling their legendary service with a unique sense of place? **The Ritz-Carlton**

Rob has a last-minute business trip coming up, and he'll need a hotel that can offer plenty of space to get work done when he isn't on-site visiting a client. Which of the following brands would BEST suit his needs? Not JW, not STR

Which brand is distinguished by the individuality, authenticity, originality, and unique ethos, of each hotel and location.

Which of the Marriott luxury brands is rooted in holistic well-being inspired by our namesake, who took care of himself so he could take better care of others? **JW Marriott**

Which Marriott Luxury brand is MOST LIKELY to provide friendly, unscripted service and insider information about local events? **W**

Which Marriott Luxury brand is MOST LIKELY to provide the timeless glamour of its heritage in pristine locations while offering flawless luxury service? **Bulgari**

Why is it important to understand the features that distinguish Marriott International's Luxury Brands? **All of the above**

Which brands have locations in rare estates in unexpected, remote, or ultra-private destinations? **Ritz-Carlton Reserve**

Steve needs a hotel for an upcoming weekend trip when he will visit some friends. He's pretty sure the hotel will wind up being the meeting place to catch up before a night out, so he has requested a property with a lobby that has vibrant energy and a great bar. Which of the Marriott Luxury properties is MOST LIKELY to be right for Steve? **W Hotels**

Which of the Marriott Luxury brands offers Destination Discoveries tours, a signature program that helps guests connect with the location and identify the "hidden gems" that create personal, memorable experiences? **The Luxury Collection**

Which of the following are examples of Marriott Luxury brand categories? **Distinctive and Classic**

Which of the following are Marriott International's Distinctive Luxury brands? **RCR, LC, Bulgari, W, Edition**

One of your clients wants to visit a property with incredible guest rooms and amenities. She also wants to get some great exposure to the "hidden gems" in the city, and a hotel that would provide a tour would be a perfect fit. Which of the following brands would you recommend? **The Luxury Collection**

Which of the following Marriott Luxury brands offers revolutionary experiences in innovative spaces to create a "home away from home" or "office away from the office" environment? **Edition**

Upcoming weekend trip with vibrant lobby **W Hotels**

Which of the following are Marriott International's Classic Luxury brands? **JW Marriott, St. Regis, Ritz-Carlton**

Most likely to provide friendly service and insider information: **W Hotels**

Your clients want a hotel experience that includes some unique Signature Rituals as well as some time-honored traditions that will make them feel special and part of the destination's history. Which brand of the following is MOST LIKELY to provide this kind of experience? **St. Regis**

Your client is in the early stages of planning a trip, and she has mentioned that she might be interested in experiences that combine her interest in culture and food with her passion for wellness. Which of the following brands would you recommend to her? **JW Marriott**

Your client wants to be in the most prime spot in the neighborhood or the most prestigious area of a resort. They also enjoy the timelessness of unique and custom hotel features. Which Marriott Luxury Brand is the choice for their experience? **Bulgari Hotels and Resorts**

Your client will appreciate Signature programs including Destination Discoveries and Epicurean Moments provide guests with an immersive experience to connect with the locale and identify the "hidden gems" that create cherished memories at which brand? **The Luxury Collection**

Your clients are looking for one-of-a-kind hotels in the most desirable global destinations. Which brand will entice them to explore off the beaten path and connect with the local culture. **The Luxury Collection**

Why is it important to understand the features that distinguish Marriott International's Luxury Brands?
You can connect your clients to the brand that is right for them.

PREMIUM BRANDS

Classic Premium Brands

Marriott Hotels: Aaron wants a sophisticated, well-designed guest room retreat that reflects the hotel's locale. He sees his trip as an opportunity to gain new perspectives to help him achieve his goals, and he wants a hotel experience that understand his objectives.

Marriott Executive Apartments Diane is moving abroad to a new city, and she needs a safe, turnkey space to live for an extended time while she gets used to the new destination.

Delta Hotels Bea is a Platinum Elite member who works full days while traveling, often returning to the hotel after most outlets are closed. She enjoys a complimentary 24-hour Pantry to fulfill her late-night food & beverage needs.

Sheraton Hotels Vaughn is ready for vacation and a little R&R, and he wants a hotel with access to select pillows, bedding and a plush mattress, ultimately providing a signature sleep experience.

Distinctive Premium Brands

Renaissance Jon is ready for a weekend away, and he is interested in a hotel experience that will help him discover what is happening in the neighbourhood he is visiting.

Autograph Collection Marisol is tired of "typical" hotel experiences. She wants a hotel with a history that connects her to her destination's unique culture and food.

Le Meridien Rima and Dan would love to spend a week in a hotel that feels timeless and chic, where they can plan their day over a great cup of coffee and possibly explore some local art galleries.

Westin Jamie has been training for a marathon, and she's a little nervous she will have to give up her workout routine and healthy eating habits when she goes out of town on a business trip. Sleep Well, Eat Well, Move Well, Feel Well, Work Well and Play Well.

Tribute Portfolio Zac travels quite a bit and appreciates an atypical hotel design, one that is filled with imaginative, inspiring, unique spaces.

Gaylord Emily's company is planning a large destination meeting that will be her company's hallmark event this year. She wants a hotel that has everything her attendees need under one roof.

Design Hotels

Which of the following are Marriott's Distinctive Premium brands? **Renaissance, Autograph, Le Meridien, Tribute, Westin, Gaylord, Design**

Which of the following are Marriott's Classic Premium brands? **Marriott, Sheraton, Marriott Executive Apartments, Delta**

Damien is being relocated to a new city abroad for work, and he is going to need a longer-term hotel stay while he acclimates to the new locale and culture. He wants a space that feels like home, but he also wants access to a grocery shopping service and housekeeping since his time will be focused on his new role. Which Marriott property is most likely to meet his needs? **Marriott Executive Apartments**

Your clients are a group of close friends traveling for a long weekend, and they want a hotel that leverages local area experts (Navigators) responsible for finding interesting and unusual hidden gems within the neighborhood. They also want a great hotel bar to enjoy at night before going out to dinner. Which Marriott property would be MOST LIKELY to be a great fit? **Renaissance**

Which of the following brands would be a great choice for a client who wants a dynamic service customized to them and the option of the exclusive M Club environment? **Marriott Hotels**

What Marriott brand celebrates human connection, commerce and culture? **Sheraton**

What Marriott brand has deep roots in communities and iconic heritage that has garnered worldwide acceptance and trust? **Sheraton**

Which Marriott Premium brand is designed with one thing mind: the well-being of its guests? **Westin**

Your client is training for a marathon in Chicago, and worries that her upcoming work travel may negatively impact her strong focus on fitness and well-being. She needs a hotel that allows her to Sleep Well, Eat Well, Move Well, Feel Well, Work Well and Play Well. **Westin**

Your client shared that she values new experiences and human connections. She would appreciate a hotel with its own bar scene and a social presence. Which of Marriott's Premium hotels might be a great fit for their needs? **Tribute**

Your client is a frequent business traveler and needs a hotel that allows him to recharge and prepare for the next day. 'A Room That Works' would be perfect - giving him everything he needs - a shower/tub and terry, complimentary bottled water/Wi-Fi, and a dialed-up work area with a large desk, monitor and great lighting. **Delta**

Why is it important to understand the features that distinguish Marriott's Premium hotels? **You can connect your clients to the brand that is right for them**

Which of Marriott's Distinctive Premium brands represent the unique vision and stories that their individual founders have experienced? **Autograph Collection Hotels**

Which of Marriott's Distinctive Premium brands celebrate individuality and stand against a "one-size-fits all" approach by selecting hotels that offer unique perspectives on design, craft, and hospitality? **Autograph**

Which of Marriott's Distinctive Premium brands offer unique perspectives on design, craft and hospitality, that make them Exactly Like Nothing Else? **Autograph**

Which of Marriott's Distinctive Premium brands offers Mid-Century modern design and a Hub where chic, sophisticated style and design meet cultured experiences? **Le Meridien**

Which of Marriott's Distinctive Premium brands is inspired by the era of glamorous travel, unlocking destinations around the world through the European spirit of savouring the good life? **Le Meridien**

Your client is planning a meeting, and he is interested in finding a property where the meetings facilities will be just as stunning as the location. He would especially like to find a space where entertainment is available to attendees and guests rooms are luxurious and comfortable. Which of Marriott's Premium hotels might be a great fit for their needs? **Gaylord**

SELECT

Classic Select

Courtyard

Four Points

SpringHill Suites

Protea

Fairfield

Residence Inn

Towne Place Suites

Perry is a business traveler who wants a comfortable, relaxing room to enjoy at the end of the day. He would like access to engaging public spaces with large televisions, flexible seating, and outdoor spaces to gather together to watch an NFL game or work independently. **Courtyard**

John admits he is a picky traveler. He wants a hotel backed by a 100% satisfaction guarantee, but he's not interested in a lot of frills. A simple, uncomplicated, and seamless experience is all he wants.

Fairfield

Julie thinks her hotel is one of the most important parts of her upcoming trip. She wants a spacious suite with lots of natural lighting and a spa-like bathroom where she can relax and work. A modern lobby and outdoor spaces where she can network or simply enjoy a drink or snack would also make her feel at home. **SpringHill Suites**

Dani has a long business trip coming up, and she needs a hotel she can call home for a few weeks. A full kitchen would be great so she doesn't have to rely on restaurants every night, and she would love separate living and sleeping areas and well-designed elfa® closet spaces so she can stay organized.

TownePlace Suites

Becca is traveling to a new city for a week, but she would hate to lose her current routine. A hotel room with a kitchen and a fitness center or access to running trails would be perfect for her—as would a hotel with a fun happy hour or social event so she can meet some new people. **Residence Inn**

Mitch is traveling to Africa for the first time, and he's hoping to find a hotel that combines comfortable rooms with local charm. He'll be doing plenty of sightseeing during the day, so a hotel with a restaurant serving locally-inspired meals would be a great fit. **Protea Hotels**

Xavier needs a great space to relax during his next trip. He calls himself the kind of guy who just needs a nice, comfortable bed to sleep in and a great beer to try at the end of the work day. **Four Points by Sheraton**

BEST PRACTICES IN RESERVATIONS

IATA

Hotel name

Dates

Type of hotel room

Purpose of visit

Client budget

When booking a reservation, there are a few pieces of information you should know before you get started. Which of the following should you MOST LIKELY know before making the reservation for your client?

- **Purpose of travel**
- **Balcony room interest**
- **Travel dates**

Your client is really excited to stay at a specific hotel. Which of the following will MOST LIKELY keep them from being "walked" to another property? **Arrive as close to check in time as possible**

Why is it important to know the purpose of your client's hotel stay? **You can research special rates if available**

Which of the following are examples of appreciation or thanks you might send to your client?

- **Voicemail**
- **Thank you note**
- **Thank you email**

Which of the following is the MOST important feedback to ask your client to provide? **Positive and Negative**

Which of the following is a reservation network that provides real-time inventory and rate information? **GDS**

Which of the following is the MOST IMPORTANT reason to follow up with a client after their trip? **To demonstrate your dedication to providing them with a great experience**

Which of the following are reasons why you should follow up with a client who has not yet booked their trip?

- **You can answer additional questions they may have**
- **You can let them know you are already to assist as soon as they are ready to make their reservation**

Which of the following types of information are MOST LIKELY to help you when making a hotel booking for a client?

- **The name of the hotel your client wants you to book**
- **The dates of your clients stay**
- **Your clients budget**

Which of the following is true of clients who are dissatisfied?

Your client shared specific budget requirements and cannot exceed a certain amount per day. Which of the following questions should you ask them in advance to minimize surprise additional fees when they arrive at the hotel?

- **Will you be parking a car**
- **Will you want to eat breakfast**
- **Will you need to use the hotel's internet**

If you didn't close the sale during your first contact with a client, when should you follow up with them?
24hrs

Which of the following ideas are MOST LIKELY to prevent challenges for your client when checking into a hotel?

Which of the following fees are MOST LIKELY to be excluded from the quoted room rate?

Before your client's trip begins, which of the following is the MOST important information to provide to them?

Which of the following is true of clients who book their reservation with a credit card? **The room is guaranteed until midnight on the first day of their stay**

Which of the following are factors to consider when finding the best value for your customers?

- **You should know your customers' reason for travel**
- **Marriott's website is the best way to find valuable offers to meet your customers' needs**
- **The lowest rate may not provide the best value for your customer**

Which of the following tasks is MOST LIKELY to ensure the hotel has your client's reservation?

- **Keep a copy of the confirmation number**
- **Send your client a copy of the confirmation number**

Which of the following are reasons why you should follow up with a client who has not yet booked their trip?

- **You can answer additional questions they may have**
- **You can let them know you are ready to assist as soon as they are ready to make their reservation**

CLEAR PRICING

Which rate is a hotel rate available only to guests who meet a certain criteria? **Qualified Rate**

Marriott's Clear Pricing strategy is based on which of the following?

- **Clarity**
- **Consistency**
- **Best Rate Guarantee**

Is it true that the lowest rate is always the best rate for your customer? **No, the lowest rate may not include additional benefits that provide value to your customer.**

Which of the following scenarios BEST describes a time when your client may need to pay the rack rate? **When demand for a specific hotel is very high**

When considering the different types of room rates, which of the following is true? **Your client's specific travel situation and needs will help you identify the best rate for them**

Which of the following is true of Best Available Rates?

- **Best available rates are the lowest available rates offered to the public at the time of booking**
- **Best available rates are commissionable**

Which of the following describes Marriott's Best Rate Guarantee?

- **You will always find the best rates we have to offer on all of Marriott's direct channels**
- **Marriott guarantees you won't find a lower, non-qualified, publicly available room rate anywhere else**

Which of the following BEST describes how Marriott's Clear Pricing can help you provide a great customer experience?

- **Clear Pricing helps you to review and compare room rates**
- **Clear Pricing helps you to efficiently present options to clients**
- **Clear Pricing helps ensure your client will see the same rates you do**

Your client contacts you because she found a lower rate on a 3rd party online travel agency website than you were able to book for her 12 hours earlier. Can you submit a validated claim under Marriott's Best Rate Guarantee? **Yes, rates found within 24hrs of making a reservation will qualify**

Which of the following is true if you find a better rate on an external 3rd party channel within 24 hours of making a reservation through one of Marriott's direct channels?

- **You can submit a validated claim to Marriott**
- **Marriott will match the rate**
- **Marriott will offer a choice of a discount on the room or loyalty program points**

Which of the following BEST describes Marriott's pricing strategy? **You'll find Marriott's Best Available Rate offered first on all Marriott reservation channels**

Which of the following BEST describes a qualified rate?

- **AAA members**
- **A rate offered to employees of a specific company**

Which of the following is the definition of a Best Available Rate? **The lowest available non-qualified rate that is made available to the general public on a specific day**

Which of the following is the definition of a qualified rate? **The hotel rate available only to guests who meet certain criteria**

Which of the following is the definition of a rack rate? **The published room rate or the maximum a hotel will charge for a room**

Which of the following are factors to consider when finding the best value for your customers?

- **You should know your customers' reason for travel**
- **Marriott's website is the best way to find valuable offers to meet your customers' needs**
- **The lowest rate may not provide the best value for your customer**

Commissions, Programs & Resources

Commission Management Tools allow you to do which of the following?

- **View, download, and print statements from the last 12 months**
- **Search for specific commissions**
- **Sign up for direct deposit**
- **Submit commission inquiries online**

You have a client who has expressed interest in a Marriott property that you have not yet experienced; which program would assist you in best making a recommendation? **Fam-tastic**

You need to book 15 rooms at a Marriott property in Buenos Aires and you have some questions. Can you contact National Group Sales? **Yes, Marriott's National Group Sales team handles bookings of 10 rooms or more**

You are an agency owner or manager and want to have your commissions direct deposited. Which of the following is the BEST option for you? **Visit Marriott's travel advisor website**

Which of the following is true of your payment currency choices? **Marriott supports payments in multiple currencies**

Which of the following statements are true regarding Marriott's GDS connectivity?

- **Marriott is the largest producer of reservations and room nights booked through GDS systems**
- **Marriott participates in the highest levels of automation and connectivity with all major GDS providers**
- **Marriott offers the fastest response times in the industry**

Under Marriott's Double Commission Guarantee, a USD commission payment will be processed within how many business days? **15**

If you need to contact a Marriott property by phone in order to make your client's reservation, what information should you be prepared to provide to ensure your agency identifier is associated with your reservation? **Your IATA/IATARC/CLIA/ number**

Which of the following is true of Reserved for You?

- **Reserved for You is an eNewsletter**
- **Reserved for You features property spotlights**

Which of the following BEST describes Marriott's Intermediary Partner Care team? **A team in place to answer questions from intermediary partners related to commissions, programs and policies**

Which of the following are you able to access using Marriott's travel advisor website?

- **Book Fam-Tastic reservations**
- **Book Travel Advisor rates**

Which of the following illustrates the easiest way to access your statements? **Visit Marriott's website**

Which of the following are necessary in order to become a Marriott Preferred Travel Agency?

- **At least one travel consultant in your agency must successfully complete the Hotel Excellence program and any continuing education requirements**
- **The agency manager must commit to ensuring that Marriott will receive equal selling preference with other hotel companies**

You are thinking of visiting a Marriott property to get a better idea about the experience. Which of the following might be a great program for you to use?

- **Fam-Tastic**
- **Travel Advisor Rate**

You are beginning to make hotel reservations for a group of clients who are traveling together. How will you be able to tell if your rate is commissionable? **The group contract will specify if the rate is net or commissionable**

Which of the following are payment choices available to you?

- **Direct deposit**
- **Check**
- **Onyx Center Source**

You have booked a hotel reservation for a client at a publicly available promotional rate. You receive your USD commission check and it's dated 16 calendar days after your client's stay is complete. Should you expect double commission under the Double Commission Guarantee?

Which of the following are GDS companies?

- **Amadeus**
- **Galileo**
- **Sabre**
- **Worldspan**

GDS & MAKING RESERVATIONS

FALSE The best way to ensure your IATA number is entered with the booking is by directly calling the hotel.

FALSE If your clients have a special request, such as bedding type, you must call the hotel to book the room.

TRUE It's easy to get specific details about a Marriott hotel from the GDS.

Your client is a regular business traveler, and he knows exactly what he needs in his hotel room to feel comfortable. He has given you three specific requests to make when you book his room. Can you make his booking using your GDS? **Yes, you can enter special requests when booking through the GDS**

Which of the following is true of Seamless Connectivity?

- **You can receive real time rates**
- **You can receive instant confirmations**
- **Rate and availability information are returned to the GDS directly from the hotel reservation system**

Which of the following might be considered advantages to using a GDS?

- **Special requests can be submitted through the GDS**
- **Client information can be reviewed through the GDS**
- **Confirmation numbers are provided through the GDS**

In addition to the GDS, what is another option for making a reservation for your clients?

- **Booking through the brand's website**
- **Calling the hotel's reservations center**

Which of the following BEST describes a GDS? **A reservation system that provides real-time inventory and rate information**

You are planning to recommend a Marriott hotel to your client, but you want to collect some information on room availability at a few Marriott brands before providing his options. When using the GDS, which of the following chain codes should you use to conduct your search? **EM**

While making a reservation for your client, you want to search for availability across multiple Marriott brands. Which of the following do you need in order to conduct your search? **Master chain code**

Which of the following type of GDS connectivity enables you to see the same rates and availability as the associates at a hotel company's reservations center for a single property at a time? **Seamless Connectivity**

What is included in Total Trip Pricing? **A rate that includes all additions to the standard room charge**

Which of the following are TRUE of a GDS?

- **Special requests can be entered into bookings made through a GDS**
- **Specific information about hotels can be found in a GDS**

- **Negotiated corporate rates can be confirmed/accessible through a GDS**

When making a reservation, your colleague reminds you that you should call the hotel directly to provide your IATA number. She said you won't earn your full commission unless you make the call. Is she correct? **No, if you provide your IATA number in the GDS it will automatically be attached to the reservation**

Which of the following are GDS companies? **All of the above**

Which of the following are the most common ways you can use a GDS to search for available hotels?

- **Request area availability using the chain code**
- **Use the individual property number**
- **Use the brand's specific chain code**

Why is it important for you to read the rules associated with a rate type before selling it?

- **Certain rates offers are non-refundable**
- **Certain rate offers are non-commissionable**
- **Certain rate offers have restrictions**

Which of the following are rates that may be offered through a GDS?

- **Best available rates**
- **Corporate rates**
- **Packages**
- **Non-refundable rates**

Inclusion for All: Marriott's commitment to Diversity, Equality and Inclusion

Marriott's Holistic Approach to Diversity, Equity, and Inclusion emphasizes which of the following?
Associate, Owner, Supplier, Customer

Our flagship partnership with Bridges From School to Work, established by The Marriott Foundation for People with Disabilities is best described as: **Supporting skills development training, and job placement for young people with disabilities**

Which of the following best describes Marriott's DEI objectives? **Select all boxes**

Marriott continues to invest in the growth and development of businesses owned by people from historically disadvantaged communities through our collaborations with which of these organizations:
Select all boxes

Which of the following groups are included within Marriott's holistic approach to DEI? **All of the above**

TRUE or False: Marriott is the only hospitality company on the Fortune 100 Best Companies list each year since its inception in 1998.

True or **FALSE**: 20% of Marriott's Senior Global Leadership and the Board of Directors is diverse.

TRUE or False: Marriott continues to engage with "She Has a Deal," an education and investment platform for aspiring women hotel investors and developers.

TRUE or False: Marriott was recognized as a Leading Disability Employer by the National Organization on Disability (NOD).

True or **FALSE**: By 2025, Marriott aims to achieve 1,000 diverse-or women-owned hotels in the U.S. & Canada

TRUE or False: Putting people first in each moment of every day is the heart of Marriott's inclusive culture.

TRUE or False: The LoveTravels platform is the cornerstone of Marriott's Purpose Driven Marketing efforts and is an embodiment of who we are, what we believe in, and how we connect with our guests, to make the world a better place.

Sustainability & Social Impact at Marriott International

Annual water consumption in Marriott International's portfolio of hotels can be the equivalent of over: **1.4 billion bathtubs**

When fully implemented across the globe, our expanded toiletry program is expected to prevent how much plastic waste from going to landfill? **1.7 million pounds**

Examples of natural capital efforts Marriott participates in are: **All of the above**

While integrating sustainability across its value chain and mitigating climate-related risk, Marriott is working to: **All of the above**

Serve 360 coordinates are: **All of the above**

Serve 360's coordinate, N- Nurture Our World, is where we are:

- **Supporting the vitality of children**
- **Delivering aid and support to communities, especially in times of need**
- **Advancing the sustainability of our communities by investing in their natural resources**

Serve 360's coordinate, S - Sustain Responsible Operations is where we are focused on: **All of the above**

- **Reducing environmental impacts**
- **Designing and operating sustainable hotels**
- **Sourcing responsibility**
- **Mitigating climate-related risk**

Serve 360's coordinate E - Empower Through Opportunity is where we are: **All of the above**

- **Partnering to ensure workplace readiness and access to opportunity throughout our business, including our supply chain**
- **Focusing on diverse populations, youth, women, people with disabilities, veterans and refugees**

Serve 360's coordinate, W -Welcome All & Advance Human Rights is where we will: **All of the above**

- **Promote peace and cultural understanding**
- **Foster an inclusive environment for all**
- **Work to end human trafficking**

TRUE or False: 91% of all plastic is not getting recycled.

TRUE or False: One of Marriott's core values is to Serve Our World.

TRUE or False: The TOP concern of many consumers is sustainability and diversity.

TRUE or False: 8 million metric tons of plastic end up in our oceans.

TRUE or False: Marriott aims to reach net-zero emissions by no later than 2050.

TRUE or False: Our sustainability & social impact platform, Serve 360, and associated goals, guide our efforts to fulfill our global responsibility to be a force for good.

TRUE or False: 53% of consumers admit they get annoyed if somewhere they are staying stops them from being sustainable, for example by not providing recycling facilities.

TRUE or False: Marriott puts into action, its core value, to Serve Our World, through our sustainability and social impact platform, Serve 360.

TRUE or False: At Marriott, we strongly believe that “success is never final,” and together, we can make a difference for our world, in our communities and environments, and for all our stakeholders. Knowing this, and sharing this knowledge with your clients, provides you with one more tool to expertly inform and guide your clients' journeys.

Travel Advisor Incentive Program at All-Inclusive by Marriott Bonvoy

True or False: The Travel Advisor Incentive Program at All-Inclusive by Marriott Bonvoy is an incentive program for travel advisors who book select participating All-Inclusive by Marriott Bonvoy resorts. Through the program, the travel advisors will collect Marriott Bonvoy points in their personal Marriott Bonvoy account.

True or False: In order to log a booking, a travel advisor will book their traveler at a participating All-Inclusive by Marriott Bonvoy resort and then log the booking via MyBookingRewards.com.

To qualify for the program awards, bookings must be entered: **Prior to guest arrival**

Travel advisors can use the Marriott Bonvoy points they accumulate through this program in which of the following ways: **All of the above**

What is the minimum stay requirement to enter a booking in this program? **500 Points**

What are the participation requirements for the Travel Advisor Incentive Program at All-Inclusive by Marriott Bonvoy? **All of the above**

For each room night booked via a wholesaler/tour operator, OTA, or Expedia Partner Solutions (EPS), a travel advisor will be rewarded with how many Marriott Bonvoy Points? **3 nights**

The Ritz-Carlton Yacht Collection

From the options below, select the header that lists features of the All-Inclusive Yacht Experience. **Large ocean-view suites, access to a Personal Concierge, onboard entertainment, dining, beverages, Wi-Fi and access to water sports from the marina-style platform**

Which of the four images below display some of the destinations that The Ritz-Carlton Yacht Collection will visit?

- **Barbados, Puerto Caldera, Panama City**
- **Athens, Rome, Barcelona**
- **Lisbon, San Juan, Fort Lauderdale**

Where, on the Evrima, can you enjoy direct access to the water and water sports? **The Marina Platform/Terrace**

The Shore Collection offers how many themed excursion categories to match guests' interests and activity levels, while ashore at beautiful destinations? **5**

On which online resource can you view client cruise reservations, access sales and marketing resources, learn about news and voyage updates and personalize cruise experiences for your clients? **The Travel Professional Portal**

Guests may indulge in a specialty dining experience at S.E.A., designed by Chef Sven Elverfeld of Aqua that achieved what type of accolade? **3 Michelin Stars**

From the options below, what is offered in the Fitness Studio? **All of the above**

From the options below, which features are part of the All-Inclusive experience with The Ritz-Carlton Yacht Collection?

- **Ocean-view Suites & Access to a Personal Concierge**
- **Restaurants, In-Suite-Dining, Beverages throughout the yacht**
- **Onboard entertainment, Marina-Style Platform for water sports**
- **Gratuities & Wi-Fi included throughout the yacht**

From the options below, what does The Ritz-Carlton Yacht Collection's air and hotel concierge offer to ensure a seamless travel experience? **All of the above**

While at The Pool, what can guests enjoy from the options below?

- **All-day dining**
- **Frozen treats**
- **Beverages**
- **Refreshing water mistings**

What features do some of Evrima's all-suite accommodations offer? **SELECT ALL BOXES**

Where, on the Evrima, can you enjoy direct access to the water and water sports? **The Marina Platform/Terrace**

How many dining experiences are offered on The Evrima? **10, including private dining**

True or **FALSE**: The services of a personal concierge are offered to select suite categories only.

TRUE or False: The inaugural yacht, Evrima, has one of the highest space ratios in luxury cruise.

TRUE or False: The Ritz-Carlton Yacht Collection distinguishes Marriott International as the only provider of luxury accommodations both on land and at sea.

True or **FALSE**: The room categories aboard Evrima are not all suites.

True or **FALSE**: The Evrima does not offer private dining spaces.

True or **FALSE**: The Ritz-Carlton Yacht Collection does not participate in the Marriott Bonvoy® program

TRUE or False: The Ritz-Carlton Spa® onboard Evrima offers a full-service beauty salon, sauna, steam room and quiet zones.

TRUE or False: Over 40% of those who sail The Ritz-Carlton Yacht Collection are loyal Ritz-Carlton guests.

True or **FALSE**: Most of The Ritz-Carlton Yacht Collection's guests are avid cruise travelers.

TRUE or False: The Ritz-Carlton Yacht Collection combines the spacious, residential feel of The Ritz-Carlton with the casual luxury of a magnificent superyacht.

All-Inclusive by Marriott Bonvoy

True or False: Based on our most recent survey of millennial travelers, roughly four in ten reported that All-Inclusive resorts are their preferred type of accommodation.

True or False: Solo guests are empowered to explore on their own at distinctive international resorts. From authentic dining to entertainment and cultural activities, your clients can write their own freedom fantasy in their own style.

True or False: A valued experience can include intimate beach weddings, adventurous elopements, and recreation-filled honeymoons around the world.

True or False: Marriott Bonvoy members can earn and redeem Marriott Bonvoy points at Marriott's All-Inclusive resorts.

True or **False**: It is not imperative to include the total number of adults, children, and ages of the children when booking All-Inclusive by Marriott Bonvoy.

True or **False**: Travelers consider All-Inclusive resorts to be one of the least relaxing trip types.

True or False: A study of affluent travelers and 18 to 34 year-olds with incomes of \$180,000+ USD, showed 35% said All-Inclusive resorts were one of their preferred types of accommodation.

True or False: Almost two-thirds of respondents ranked "new and unique cultural experiences" as one of the most important features when considering an All-Inclusive resort.

True or False: All-Inclusive by Marriott Bonvoy connects travelers with immersive vacations amid the most beautiful, sought-after surroundings.

True or False: Families will delight in adventures for all ages. Experiences include fun dining concepts, kids' and teens' clubs, and cutting-edge family accommodations including shared living spaces and bunk beds.

What GDS chain code should you use to book All-Inclusive by Marriott Bonvoy? **IM**

Which brand is family friendly and also has adult-only areas? **All of the above**

The steadily expanding portfolio of brands under All-Inclusive by Marriott Bonvoy will surely meet your client's travel needs while providing them with the ideal experience for their wandering soul. What types of All-Inclusive experiences are available to your clients? **All of the above**

From the brand options below, which best describes, "These resorts are Family Friendly with Adult-Only areas. For the colorful and curious, who seek experiences unlike any other. A twist on the traditional with bold and spirited experiences that foster a feeling of togetherness." **Tribute Portfolio**

From the brand options below, which best describes, "This resort brand creates experiences that enable guests to immerse themselves in unique moments exactly like nothing else. Moving away from a one-

size-fits-all-approach, each hotel within the collection infuses its own values, brand story and personality into every aspect of a stay." **Autograph Collection**

From the brand options below, which best describes, "This resort brand experience empowers guests to elevate their well-being and be their best selves with opportunities to focus on mind, body and soul."

Westin

From the brand options below, which best describes, "This resort experience maximizes each vacation with great food, activated pools and happy kids. Guests are free to do and play more and simply concentrate on enjoying time with the people they care about with flexible fun made for all and the most important parts of the all-inclusive experience done well." **Delta**

From the brand options below, which best describes, "These resorts are one-of-a-kind landmark destinations with legendary palaces, remote retreats, and timeless modern classics with unique offerings. Featuring native design, local flavors, and infinite ocean landscapes, these extraordinary hotels will redefine celebrated locales, inviting guests to intimately experience the indigenous culture and nature that characterize some of the world's most renowned and inspiring destinations." **The Luxury Collection**

From the brand options below, which best describes, "These resorts offer spaces and experiences that inspire personal elevation and strengthen social bonds, leaving guests feeling reinvigorated and inspired by having expanded their perspectives and deepened their connections with people and things that matter most." **Marriott Hotels**

Marriott Bonvoy

After 10 nights, Silver Elite tier

After 25 nights, Gold Elite tier

After 50 nights, Platinum Elite tier

After 75 nights, Titanium Elite tier

After 100 nights and 20,000 USD spent, Ambassador Elite tier

250 nights and at least 5 years of membership, the Marriott Bonvoy Lifetime Silver Elite tier

400 nights and at least 7 years of membership, the Marriott Bonvoy Lifetime Gold Elite tier

600 nights and at least 10 years of membership, the Marriott Bonvoy Lifetime Platinum Elite tier

Which of the Marriott Bonvoy Elite tiers is based on total number of room nights and points? **Lifetime**

In what year did Marriott launch its first loyalty program? **1983**

How many free nights can you earn with the Marriott Bonvoy Business American Express card? **2**

Which of these is NOT a Marriott Podcast? **Checking Out**

Which of these Elite levels is achieved after a member stays 75 nights in a year? **Titanium**

Which of these are Marriott Bonvoy co-branded credit cards?

- **Chase Visa**
- **American Express**

Marriott Bonvoy Moments allow members to redeem points for:

- **Tickets to concerts at Madison Square Garden**
- **VIP packages for food and wine festivals**
- **Suite access to major sporting events**

Marriott Bonvoy Traveler is a: **Digital travel magazine and podcast**

How many hotels participate in the Marriott Bonvoy program? **7,700+**

How many Marriott Bonvoy members are there? **More than 130 million**

Which 4 categories does Marriott Moments address? **Culinary, entertainment, arts & lifestyle, sports**

What 3 programs were combined to create Marriott Bonvoy? **Marriott Rewards, SPG, The Ritz-Carlton Rewards**

Behind the Design is a podcast about: **Hotel design trends**

True or **FALSE**: Marriott Bonvoy Traveler is a guide to a city's most popular tourist attractions.

Luxury Destinations & Experiences

Your client is a Marriott Bonvoy member and you know they have a passion for food and live entertainment. What information can you provide to help enhance their travel experience? **Mention that as a Marriott Bonvoy member, they can use their points towards booking tickets to concerts, sports events to Michelin-star restaurants. Do you want to learn more about Marriott Bonvoy member earning and redeeming options bookmark www.marriott.com/loyalty to learn more**

Which of these IS NOT a Marriott luxury brand family program? **W Wonder Kids**

How do Marriott International's luxury brands connect with their luxury guests? **All of the above**

Marriott Bonvoy Moments™ curate extraordinary experiences inspired by travelers' interests and preferences across which of the passion points listed? **All of the above**

Which of the following is NOT true about today's luxury traveler? **Prioritizes goods over travel**

Which of the following three words BEST describes the Marriott luxury guest? **Entrepreneurial, Visionary, Confident**

Marriott is poised to expand its luxury footprint with more than 200 properties in how many new countries? **20**

Forging loyalty with the luxury guest involves which of these statements (click all that apply)?

- **From SPECTATOR to PARTICIPANT**
- **From RECIPIENT to STAKEHOLDER**
- **From REWARD to VALIDATION**

Which Marriott luxury hotel offers 11 connecting rooms to accommodate an extended, multi-generational family? **The Ritz-Carlton, Grand Cayman**

What is the fastest growing region for Marriott luxury brands? **Asia-Pacific**

Which of these is NOT a Marriott luxury brand? **Tribute Portfolio Hotels**

TRUE or False: Marriott luxury hotels have employed a system that allows them to communicate important information about your clients' stays between hotels.

TRUE or False: To the luxury guests, luxury travel is a means of renewal and self-discovery?

True or **FALSE**: Marriott Bonvoy is a simple earn and redeem platform, not a program that offers the opportunity to gain experiences.

True or False: Marriott Bonvoy Moments™ offers unique experiences for like-minded travelers to partake in once-in-a-lifetime opportunities.

More About Marriott

Your client is looking forward to a stay at a Marriott hotel—but which one will you recommend? Although each brand has its own unique characteristics, there are a few common features your clients will love. Which of the following will your clients enjoy at any Marriott property?

- **Clean and well-appointed guest rooms**
- **Plush bedding with fluffy pillows and crisp linens**
- **High-speed Internet**
- **Excellent service**

Where did Marriott open its 100th hotel? **Maui, Hawaii**

In how many countries can you find Marriott properties? **More than 130**

In what year did J. Willard Marriott open an A&W Root Beer stand in Washington, DC? **1927**

In what year did Marriott acquire Starwood Hotels and Resorts? **2016**

Which of the following Marriott associates has the ultimate responsibility for all hotel operations, including food & beverage, rooms-related services, sales and marketing? **General Manager**

Which of the following Marriott associates is responsible for coordinating luggage and guest requests? **Bell Captain**

Which of the following Marriott associates is responsible for personal guest services including restaurant reservations and tours?

You have a client who would like to arrange for a city tour during their hotel stay. Which of the following Marriott associates is most likely to assist you? **Concierge**

Which of the following Marriott associates is responsible for obtaining business for the hotel? **Sales Manager**

Which of the following define Marriott's core values? **All of the above**

Which of the following are Marriott's Classic Luxury brands?

- **The Ritz-Carlton**
- **JW Marriott**
- **St. Regis**

Which of the following are Marriott's Classic Premium brands?

- **Marriott hotels**
- **Marriott Executive Apartments**
- **Delta Hotels**
- **Sheraton Hotels**

Which of the following are Marriott's three brand tiers?

- **Luxury**

- Premium
- Select

Marriott Bonvoy's New Brands

Which new brand offers 1, 2, and 3+ bedrooms that will accommodate the needs of an extended business trip or a quick weekend getaway with friends and family? **Apartments by Marriott**

Which of the following brands will meet the needs of your clients, whether they are business or leisure travelers, as they enjoy a quality midscale experience where all the basics are taken care of to ensure that their travel is easy. **Four Points Express by Sheraton**

Which brand is focused on modern business and leisure travelers, as well as families looking for a comfortable way to relax and recharge, always offering the best value in Mexico, Costa Rica, Chile, and Colombia? **City Express by Marriott**

Complimentary breakfast offering dishes prepared using only local ingredients are included at which City Express by Marriott™ sub-brands?

True or False: Four Points Express by Sheraton™ is Marriott's newest midscale brand and will offer locations in Europe, the Middle East, and Africa.

Why Partner with Marriott International

What are some of the ways that Marriott Bonvoy® offers members to use their points? **All of the above**

True or False: Marriott's reputation for superior customer service dates back to J. Willard Marriott's original goal for his business: "Good food and good service at a fair price."

In what year did Marriott acquire Starwood Hotels and Resorts? **2016**

What are some of the features available on Travelagents.Marriott.com? **All of the above**

True or False: Marriott's people-first culture has consistently earned us awards and recognition around the globe. Giving associates opportunities to grow and succeed is part of the company's DNA.

Which of the following are Marriott's Longer Stay Brand hotels?

True or **False**: There is a fee to take the Hotel Excellence! training.

Which of the following are Marriott's Luxury Brand hotels? **JW, Edition, RC, LC, STR, W**

In what year did J. Willard Marriott open an A&W Root Beer stand in Washington, DC? **1927**

Marriott Bonvoy® cobranded credit cards offer members a faster way to earn points with everyday purchases. Which of the following are examples of options to earn points? **All of the above**