

# CUSTOMER SERVICE STANDARDS AND CHOICES



| Service Program Inclusions  | Alliance<br>SUPPORT | Alliance<br>ADVANTAGE | Alliance<br>ADVANTAGE<br>PLUS |
|---|---------------------|-----------------------|-------------------------------|
| Customer Service Support via a Generic 800 Number, or Local Number Access, during normal business hours. (9am-11pm Eastern) |                     |                       |                               |
| Customer Service Support via Email During Normal Business Hours   |                     |                       |                               |
| 24-Hour Customer Service Support via Email and Phone  |                     |                       |                               |
| Monthly Reporting for Visibility into Customer Service Patterns and Trends  |                     |                       |                               |
| Dedicated 800 Number  |                     |                       |                               |
| Branded Call Greeting   |                     |                       |                               |
| Prioritized Call Routing  |                     |                       |                               |
| Concierge Line  |                     |                       |                               |
| Confirmations for Bookings Due to Check In Within 72 Hours  |                     |                       |                               |

# **CUSTOMER SERVICE STANDARDS AND CHOICES**

## ***Defined***

### **Customer Service Support via a Generic 800 Number, or Local Number Access, during normal business hours.**

Includes the following types of support 9am-11pm EST:

#### *Pre-Travel Assistance*

- General Information
- Booking Assistance Cancellations
- Change Requests

#### *During Stay Assistance*

- OTS/Unable to Check In
- Billing Questions
- Quality/Guest Experience

#### *Post Stay*

- Billing Disputes
- Fee Waiver Requests (Not Guaranteed)
- Quality/Guest Experience Claims

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### **Customer Service Support via Email During Normal Business Hours**

Clients can email us via our support email, [customer\\_service@allresnet.com](mailto:customer_service@allresnet.com). Any support email received will be replied to within 24 business hours.

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### **24-Hour Customer Service Support via Email and Phone.**

Alliance Reservations Network will provide customer support by one of our dedicated agents 24/7 to answer questions and resolve customer service issues in a timely and professional matter regardless of the time zones.

### **Monthly Reporting for Visibility into Customer Service Patterns and Trends**

Real time automated reporting to help monitor trends and understand business opportunities.

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### **Dedicated 800 Number**

A unique 800 number will be created for your company to help build your brand and maintain high quality standards.

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### **Branded Call Greeting**

All calls will be answered with your desired call greeting to match your companies brand and offer a personalized experience to customers.

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### **Prioritized Call Routing**

Your clients calls will be directed to the front of the queue.

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### **Concierge Line**

A dedicated account management team to streamline inquiries/support.

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### **Confirmations for Bookings Due to Check In Within 72 Hours**

Outbound calls will be made by a dedicated team to make sure all reservations due to arrive within 72 hours of check in are on file with the selected hotel and that payment is settled for all prepaid bookings.