



## STANDARD OPERATING PROCEDURE

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### Requesting and Redemption of Guest Certificates

**Purpose:** To provide a guideline to use when requesting a Guest Certificate via the new Grand Pacific Resorts Guest Certificate request policy.

For other types of stays where accommodations are provided without charge, such as Comp Stays or Employee Comps please see corresponding SOP.

**Procedure:**

- Identify if a Guest Certificate is appropriate for the situation.
  - Guest Certificates may be requested and issued for future stays only.
  - Types of Guest Certificates:
    - Grand Pacific Exchange
    - Grand Pacific Resorts
    - Resort Specific
  - Reasons for Guest Certificate Generation:
    - Service Recovery, to be granted in accordance with service recovery guidelines
    - Management Approved Trade, such as holiday party trade
    - Management Approved Raffles
    - Home Office Executive Request
    - Management Approved Associate Appreciation Stay
    - Annual Meeting
    - Trade
    - New HBR Sales
    - Marcom Giveaway
- In your internet browser, navigate to <https://grandpacificresorts.com/certificates/> and select one of the following options:
  - Create a Gift Certificate for My Resort.
    - Enter password provided to you by Revenue Management.
    - Complete the form fields and click submit button.
      - Charity type requires the charity tax ID
      - GPX Vacation Donation Program requires the original request #
      - Marcom Giveaway requires the GL code
    - Print or email Guest Certificate to recipient.
  - Request a Gift Certificate for a Sister Resort or GPX Week.
    - Complete form fields and click submit button.
    - Issuance of gift certificate will either be approved or denied by Revenue Manager within 48 hours of request during normal business hours. Please allow 72 hours for requests submitted on weekends.
    - Email notification will be sent to requestor with approval or denial.
    - If approved the gift certificate will be generated and emailed to requestor.

- Guest Certificate Redemption: All Guest Certificate stays are booked based upon availability.

- Prior to booking a Guest Certificate stay please refer to the certificate specific blackout dates listed on SharePoint.
- To check availability in SPI, go to the Resort Availability Screen for the selected dates and select the room type. At the bottom half of the screen, check the I-CF Rental Line.  
**Availability must show a positive number in the CF line for the room type being booked. No other inventory groups may be used for redemption of Gift Certificates.**
- Reservations will be made based upon availability by a designated Home Office Staff Member and a confirmation of the booking will be sent to the guest.
- All redeemed gift certificates will be tracked and audited via a weekly discrepancy report.

#### SPI BOOKING PROCEDURE FOR GUEST CERTIFICATES

- From the 'Resort Availability Screen' select the room type and dates to be booked, select the I-CF line and select the applicable dates by pulling the mouse from the Arrival date to the Departure date.
- A 'Transaction Type' Window will pop up, Click the Magnifying glass to the right of the "Guest ID" field to search or add the guest's information.
- Enter in guests Last Name and First name in the appropriate fields and click 'Find'- this will pull up any guest history from past stays, either chose the correct guests history or if there is no guest history click on 'Add Guest" on the bottom left of the window. If 'Adding a guest' a new window will pop up called 'Guest-New', enter in the address/email and phone number of the guest. Enter in all information and press 'Save"- this will take you back to the 'Transaction Type' window- press save again.
- The reservation processing screen will now appear with the same dates, room type and res group chosen from the 'Resort Availability' screen.
- Update 'Sub Type' on the upper left hand side of the reservation screen by selecting 'Sub Type' drop down and selecting either 'Other' or 'VIP Guest' as appropriate.
- Select 'Marketing Code' on the upper right hand side of the reservation screen by selecting the 'Marketing Code' dropdown and select either 'T-Gift Certificate Non-Taxable' or 'T-Gift Certificate Taxable'.
- T-Gift Certificate Taxable: Accommodations are provided without charge but other considerations are received. For Example, if a Gift Certificate is given in exchange for food for an employee luncheon this would be taxable. The resort is billed \$10 per night for any reservation under this code to cover taxes.
- T-Gift Certificate Non-Taxable: Accommodations are provided without charge and nothing is received in return. For Example, Service Recovery, Vendor Stay or Corporate Executive Request.
- Select the 'GIFT' Rate plan by selecting the 'Rate' dropdown near the middle of the screen and clicking on 'GIFT'.
- Add in the number of Adults typing in the number under the 'Adults' section, complete the same information for number of Children under the 'Children' section.
- Add Notes by selecting the 'Notes' tab at the top of the reservation screen, within 'Notes' popup, click 'Add' at the upper left hand corner of the box. Notes should include arrival date, number of nights, name of the approving manager and reason for the Gift Certificate.

If the Gift Certificate is linked to a previous stay, include SPI confirmation number of original reservation.

- Save reservation information by clicking on the 'Save' tab, located under the 'Rooms' Tab and then complete reservation by clicking on the blue disc in the upper left of the screen.