

GUEST PROPERTY QUESTIONNAIRE

To the General Manager:

The following questionnaire is designed to help you coordinate your information for the publication of your guest directory. We want to make the project as care-free and effective as possible. Therefore, our team of graphic designers and former hotel employees have designed this checklist to assist you. It's just another reason why we are "*America's Leading Publisher of Hotel Guest Service Directories.*"

The following sheets contain information pertaining to the section of your Guest Directory called "Directory of Services". Please complete the information that pertains to your hotel. If a subject area does not pertain to your hotel please check the appropriate box. If you have a subject that we do not list, please print your additional information in the spaces provided or attach it to this form. *This information is to be completed for our representative by the end of the sales effort. Otherwise our 90 day guaranteed delivery is void.*

Other information you may want to include in your directory:

- Property Layout of Hotel
- Information on Hotel Restaurant & Lounge
- Information on Banquet Space & Meeting Rooms
- Local Attractions & Points of Interest
- Area Map (major streets & freeways as well as streets in the immediate area of the hotel). Note, guests tend to take directories that include area maps.
- Room Service Menu. Please remember the prices will be in effect for 1 year unless you pay for reprinting.
- Fire Safety Message / Traveller Safety Message

Include your additional information with these sheets. Our graphic designers will add appropriate borders, artwork and fonts best suited for the most appealing directory. If you have any questions, please ask our sales representative or call our corporate office at the number below. We look forward to working with you and producing the very best Guest Service Directory.

The enclosed information is correct to the best of my knowledge. _____ *G.M.*

Special Instructions:

Please check the appropriate box for each entry.

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SEE CHANGES, ADDITIONS

Property name as it will appear on directory

Property Name _____

Property Address _____

City, State, Zip _____

Phone _____

FAX _____

Dear Guest:

Welcome to the PROPERTY NAME. It is our pleasure to welcome you as our guest and wish you a pleasant stay. We value your patronage, and it is very important to us that your stay will be a comfortable and enjoyable one. We take great pride in providing our guests with the utmost in professional and personalized service.

This directory is provided to familiarize you with the many services we offer, as well as acquaint you with the CITY area.

If there is anything we can do to make your visit with us more enjoyable, please feel free to ask our staff members.

We look forward to having you with us again soon.

Sincerely,
The Staff and Management

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AIRLINES

American Airlines1-800-433-7300
Continental Airlines1-800-525-0280
Delta Airlines1-800-221-1212
Northwest Airlines1-800-225-2525
Southwest Airlines1-800-531-5601
United Airlines1-800-241-6522
USAir1-800-428-4322

AIRPORT TRANSPORTATION**TOUCH** _____

Complimentary hotel shuttle service is available with prior reservation.
Please contact the front desk.

AMENITIES**TOUCH** _____

The hotel can provide baby cribs and rollaway beds with advance notice. We also have a supply of often forgotten travel necessities, such as shampoo and disposable razors.

BANK - ATM SERVICE

The nearest bank with ATM service is _____ **NAME**

_____ **ADDRESS**

BANQUETS AND CATERING**TOUCH** _____

The hotel offers fine banquet and meeting facilities for business meetings or special occasions. Please contact our catering staff for expert assistance.

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BELL SERVICE

Our bellstaff is available to handle your luggage or answer questions about the local area.

TOUCH _____

CHAMBER OF COMMERCE

For maps and area information contact the Chamber of Commerce at

ADDRESS

PHONE

CHECK CASHING

Due to the limited amount of cash kept on the property, the hotel is unable to provide check cashing services. Please contact the front desk for directions to the nearest bank or ATM.

CHECK-OUT

Check-out time is Noon.

COFFEE SERVICE

Coffee service is available in the lobby area 24 hours a day.

CONTINENTAL BREAKFAST

We offer a complimentary continental breakfast from 6:00am to 10:00am daily in the lobby area.

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COPIES

Copy service is available at the front desk. The charge for hotel guests is 5¢ per copy.

CREDIT INFORMATION

We accept American Express, Visa, Carte Blanche, Diner's Club, Discover and MasterCard.

CRIBS

Cribs are available as a complimentary special request item through the front desk. The number of available cribs is limited and will be provided on a first come, first served basis.

DINNER DELIVERY

Dinner delivery is available. Menus are in the guest room or are available at the front desk. For other dining options, please contact the front desk.

DRY CLEANING AND LAUNDRY

For your convenience, a laundry bag and dry cleaning list are provided in each room. No service on Saturday, Sunday or holidays. Same day service if articles are received at the front desk by 9:00am.

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EMERGENCY

TOUCH _____

In the event of an emergency, medical or otherwise, please contact the front desk for immediate attention.

EXECUTIVE OFFICES

TOUCH _____

Our executive staff is readily available to answer your questions or offer assistance.

EXERCISE ROOM

Our exercise room is fully equipped for your fitness needs. Please obtain a key from the front desk.

FAX MACHINE

TOUCH _____

Facsimile (FAX) service is available for your convenience. The hotel fax number is FAX PHONE NUMBER.

FIRE EMERGENCY

The hotel is fully equipped with modern fire prevention devices. For your additional safety, please familiarize yourself with the fire alarm locations, exit routes and the fire safety guides. This information is posted on the back of each guest room door.

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GIFT SHOP

TOUCH _____

Our gift shop is located off the lobby. A variety of interesting gifts and souvenirs are available, as well as health care products, magazines, newspapers and snacks.

HOUSEKEEPING

TOUCH _____

Call our housekeeping department for early room make up service, extra linens, towels, or blankets.

ICE AND VENDING MACHINES

Ice and vending machines are located on each guest room floor.

KEY CARD

Should you lose your key card please notify the front desk immediately so that your lock may be re-coded. Please return your key card to the front desk upon check-out.

LOST AND FOUND

TOUCH _____

For articles lost or found, please contact the front desk.

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LOUNGE

TOUCH _____

Our hotel lounge, _____ **NAME** _____ is located off the main lobby.
The hours are:
Monday through Thursday _____ **HOURS** _____
Friday and Saturday _____ **HOURS** _____
Sunday _____ **HOURS** _____

MAIL AND MESSAGES

TOUCH _____

Mail and messages received at the hotel may be collected by either calling or stopping by the front desk.

MEETING ROOMS

TOUCH _____

Meeting rooms are available from 7:00am - 11:00pm. To make arrangements, please contact the hotel manager or the front desk.

NEWSPAPERS

Newspapers are available in the lobby.

PARKING

Complimentary parking is available for all registered hotel guests. The hotel cannot be responsible for items left in vehicles on the hotel property.

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PET POLICY

For the convenience of other guests and in an effort to help us provide the cleanest and most sanitary accommodations available, pets are not permitted. The front desk will be glad to help you make other arrangements for your pet.

POSTAGE STAMPS

Postage is available at current postal rates at the front desk.

RESERVATIONS

TOUCH _____

Reservations may be made nationwide by dialing our toll-free number, 1-800- NUMBER , or contact the front desk for assistance.

RESTAURANT

Our hotel restaurant, NAME is located off the main lobby. Hours are Monday through Friday HOURS Saturday HOURS , Sunday HOURS

ROLLAWAY BEDS

Rollaway beds are available as a complimentary special request item through the front desk. The number of rollaway beds is limited and provided on a first come, first served basis.

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ROOM SERVICE

TOUCH _____

For your convenience, room service is available seven days a week.
Hours of availability are Monday through Thursday _____ **HOURS** _____
Friday and Saturday _____ **HOURS** _____, Sunday _____ **HOURS** _____

SAFETY DEPOSIT BOXES

TOUCH _____

Please do not leave money or valuables in your room. Under state law the hotel cannot be responsible for the loss of articles unless properly secured in the safety deposit box located at the front desk. For the security of your valuables, please let us be of service.

SALES OFFICE

TOUCH _____

For personal assistance in group accommodations, please contact our sales department.

SECURITY

TOUCH _____

Your safety and security are of the utmost concern to those of us who welcome you as our guest. Please familiarize yourself with the Safety Guidelines provided in this directory. If a security need arises, please contact the front desk for immediate attention.

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SPA/HYDROTHERAPY POOL

The spa/hydrotherapy pool is open from 7:00am - 10:00pm

SWIMMING POOL

TOUCH _____

Our swimming pool is open Memorial Day through Labor Day. Children must be accompanied by a guardian. No glass on premises. Swim at your own risk, as there is no lifeguard on duty. Call front desk for pool hours.

TAX

TOUCH _____

Sales taxes are based on local and federal requirements. Please contact the front desk for a description / amounts of all applicable taxes charged by the hotel.

TRANSPORTATION

TOUCH _____

We will be happy to arrange for taxi service or make recommendations concerning your transportation needs.

WAKE-UP SERVICE

TOUCH _____

If you would like a wake-up call, please notify the hotel operator.

WORSHIP SERVICE

A listing of area worship services is provided in this directory.

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TELEPHONE INFORMATION

HOTEL EXTENSIONS

- Bell Service Touch _____
- Emergency Touch _____
- Front Desk Touch _____
- Guest Rooms Touch _____
- Housekeeping Touch _____
- Lounge Touch _____
- Manager On Duty Touch _____
- Messages Touch _____
- Restaurant Touch _____
- Reservations Touch _____
- Room Service Touch _____
- Sales & Catering Touch _____
- Security Touch _____
- Wake-Up Service Touch _____

OUTSIDE CALLS

- Local Calls (free) Touch 9 + Number
- Long Distance Calls
 - Billed to Room Touch 9 + 1 + Area Code + Number
 - Collect Calls Touch 9 + 0 + Area Code + Number
 - Credit Cards Calls Touch 9 + 0 + Area Code + Number + Card Number
 - Long Distance Information Touch 9 + 1 + Area Code + 555-1212

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TELEVISION CHANNELS

- | | |
|------------------|------------------|
| Channel 2 _____ | Channel 20 _____ |
| Channel 3 _____ | Channel 21 _____ |
| Channel 4 _____ | Channel 22 _____ |
| Channel 5 _____ | Channel 23 _____ |
| Channel 6 _____ | Channel 24 _____ |
| Channel 7 _____ | Channel 25 _____ |
| Channel 8 _____ | Channel 26 _____ |
| Channel 9 _____ | Channel 27 _____ |
| Channel 10 _____ | Channel 28 _____ |
| Channel 11 _____ | Channel 29 _____ |
| Channel 12 _____ | Channel 30 _____ |
| Channel 13 _____ | Channel 31 _____ |
| Channel 14 _____ | Channel 32 _____ |
| Channel 15 _____ | Channel 33 _____ |
| Channel 16 _____ | Channel 34 _____ |
| Channel 17 _____ | Channel 35 _____ |
| Channel 18 _____ | Channel 36 _____ |
| Channel 19 _____ | |

Special Instructions:
 Please check the appropriate box for each entry.

If room permits, please include this copy in my directory.

yes

no

If room permits, please include this copy in my directory.

yes

no

Special Instructions:
Please check the appropriate box for each entry.

FIRE SAFETY

The hotel is protected by the most up to date fire prevention devices and alarm systems. Please make yourself aware of the emergency procedures listed here to further enhance your safety and security.

YOUR BEST DEFENSE AGAINST A FIRE IS TO PLAN AHEAD.

- Locate two exits nearest your room. Be sure they are unlocked and unblocked. Then count the doors between your room and exits so you'll have a reference point if it is smoky or dark.
- When you hear an alarm, ACT, don't simply investigate.
- If the fire is in your room, get out and close the door. Alert your neighbors. Once out report the fire.
- If the fire is not in your room, leave if you can. First, feel the door. If it is cool, open it slowly and go to the nearest exit. Crawl if there is smoke. Fresher air will be at the floor. Take your keys so you can go back to your room if you can't use the exits.
- NEVER USE ELEVATORS DURING A FIRE. They could stop at the fire floor.
- If your door is hot, don't open it. Your room may be the safest place to be. Seal all cracks with wet towels. Shut off fans and air conditioners. Signal from your window. Call the fire department and wait to be rescued.

TRAVELER SAFETY TIPS

1. Don't answer the door in a hotel or motel room without verifying who is there. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
2. When returning to your hotel or motel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots, and before leaving your vehicle.
3. Close the door securely whenever you are in your room and use all of the locking devices provided.
4. Do not needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool, or other places where they might be stolen.
5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
6. Do not invite strangers to your room for any reason.
7. Place all valuables in the hotel or motel safe deposit box.
8. Do not leave valuables in your vehicle.
9. Check to see that any sliding glass doors or windows and any connecting room doors are locked.
10. If you are traveling with children, provide adult supervision and know their whereabouts at all times.
11. If you see any suspicious activity, please report your observations to the management.