

GUEST PROPERTY QUESTIONNAIRE

To the General Manager:

The following questionnaire is designed to help you coordinate your information for the publication of your Guest Information Guide that will meet brand standards. We want to make the project as care-free and effective as possible; therefore, our team of graphic designers, in conjunction with the TownePlace Suites Brand Team, 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 Information Guide called "Guest 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.

Other information you must include in your directory:

- Property Layout of Hotel

Information you may also include in your directory:

- Local Attractions & Points of Interest

Include your additional information with these sheets. Our graphic designers will add TownePlace Suites standard borders, artwork and fonts. If you have any questions, you may ask our sales representative by calling 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.

Property name as it will appear on directory

Property Name _____

Property Address _____

City, State, Zip _____

Phone _____ FAX _____

**Required for all directories.
Verbiage cannot be altered.**

Welcome!

We're glad you're here and really want you to have a terrific stay! At TownePlace Suites, we pride ourselves on our can do spirit and are always looking for ways to lend a helping hand.

We've set-up your suite to provide just what you need to make yourself at home, and this Guide will provide other good-to-know information. Yet, we know you might have additional questions, so please stop by or call if there's anything else you need.

Remember, if we know you better, we can look after you better, so please drop by for a visit.....anytime, day or night.

Thanks for staying with us!

Your friends at TPS



Hotel Name

Address • Phone Number • Fax

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AIR CONDITIONING AND HEATING

Whether your preference is arctic chill or tropical island warm, you're in control. Air conditioning and heating may be regulated by the controls in each suite.

AIRLINES

American Airlines	1-800-433-7300
Continental Airlines	1-800-525-0280
Delta Airlines	1-800-221-1212
Northwest Airlines	1-800-225-2525
Southwest Airlines	1-800-435-9792
United Airlines	1-800-241-6522
USAirways	1-800-428-4322

(Hotel: Please list all airlines servicing your local airport and include telephone numbers.)

AIRPORT TRANSPORTATION

(Hotel: Please list airport transportation available with telephone numbers.)

BANKING SERVICES

Please contact the Main Office for the location of the nearest ATM.
(Hotel: Please list local banks that provide ATM services with telephone numbers.)

BARBECUE AREA

Nothing like a backyard barbecue to make you feel right at home! A gas grill, available to all guests, is located _____.

BUSINESS SERVICES

Our business is to keep you in business. A photocopier, fax machine and laser printer are available for your use in the Main Office.
(Hotel: Please list all business services that your hotel provides and their location in the hotel. (i.e. fax, copy, etc...)

CAR RENTAL

(Hotel: Please list local rental agencies with telephone numbers.)

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CHAMBER OF COMMERCE

For local area information, please contact the Chamber of Commerce at _____

CHECK CASHING

In need of quick cash? The Main Office will gladly cash your checks (limited amounts) with a valid driver's license or proper identification.

CHECK-IN

Check-in time is _____.

CHECK-OUT

Although we hate to see you go, check-out time is _____. We hope you'll come back soon. We know that things do happen, but we ask that you please make arrangements with the Main Office if you need to check out later than _____.

CRIBS

We make traveling with small children easy. Cribs are available for no charge and may be obtained by contacting the Main Office.

DINING/ENTERTAINMENT

(Hotel: Please list a variety of local restaurants and a little information about the restaurant. (i.e. hours, fare, attire, etc.))

DIRECTIONS

Find your way around town with our pre-printed directions to :

- Area Attractions/Sites
- Churches, Synagogues and Houses of Worship
- Drug Stores/Pharmacies
- Entertainment and Recreation
- Grocery Stores
- Libraries
- Local Businesses
- Local Government Offices
- Medical and Dental Health Care Centers
- Restaurants
- Retail Shops, Centers and Malls
- School Systems and Registration Procedures

DRY CLEANING

Let us help you look your best. Same day valet and dry cleaning services are available Monday-Friday. Drop clothes off at the Main Office by _____ and pick them up by _____ on the same day. Valet bags are in your suite closet, and extras are available at the Main Office.

EXERCISE ROOM

Stay on top of your physical game by taking advantage of our Exercise Room, which you may access any time of day or night with your suite key. See your TownePlace Suites map for the location.

(Hotel: Please provide the location and hours of operation.)

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EXPRESS MARKET

Hungry, need a snack, a drink, a treat? Visit the Express Market for beverages, frozen entrees, ice cream, snacks and meal replacement items. The Express Market is located _____ and is available 24 hours a day, 7 days a week. Please pay for your purchases at the Main Office.

FORGET SOMETHING?

It's a symptom of travel. For your convenience, the Main Office has an assortment of personal items like razors, toothbrushes, toothpaste, etc., at no additional charge.

GROCERY STORES

(Hotel: Please list the local grocery stores and addresses.)

GUEST LAUNDRY

Now you can pack light and wash often. Coin-operated washers and dryers are available 24 hours a day in the Guest Laundry. See your TownePlace Suites map for the location. Need change? Stop by the Main Office, and we will gladly assist you.

OPTION ONE: Laundry detergent dispensers are located in the laundry room.

OPTION TWO: Laundry detergent is available at the Front Desk.

HAIR DRYERS

For your convenience, hair dryers are located _____ in your suite.

(Hotel: Please provide the location of the hairdryer in the suite.)

HOSPITALS/HEALTH SERVICES

(Hotel: Please list any hospitals or health services in close proximity to the hotel.)

HOUSEKEEPING SERVICES

Depending on your length of stay, you will receive one or both of the following services during your stay:

- Full Clean - Complete suite cleaning, restocking of all supplies, and changing of bed linens
- Refresh - Restocking of towels, bath and kitchen supplies, emptying of trash and making of bed (no linen change).

Additional services are available at a nominal charge.

If you are unsure of when your scheduled service is, please contact the Main Office for assistance.

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ICE MACHINES

Consult your TownePlace Suites map for the location of the nearest ice machine to your suite. *(Hotel: Please provide the location of any ice machines.)*

INTERNET ACCESS

Get connected faster than you can say "information superhighway." High speed internet access is available in your suite with connection and rate information (this may be optional as some hotels are already providing the service free) provided _____ (list location of cables needed).

IRON/IRONING BOARDS

Stay wrinkle free when you are on the road. An iron and ironing board are located in your suite closet. It is perfectly safe to return the iron to the closet holder while still hot.

KEY CARDS

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

LOCAL MAPS

Local maps may be obtained at the Main Office.

LOST AND FOUND

Please contact the Main Office for any items that you have lost or found.

MAIL/PACKAGES/FAXES

We will leave a message on your voice mail when you receive mail, packages or faxes during your stay with us. The item(s) will be held at the Main Office for pickup. Outgoing mail may be left at the Main Office for postal pickup, where you can also purchase stamps.

MARRIOTT REWARDS

Free Nights or Free Flights. The rewards come quickly when you join Marriott Rewards and stay at any of 2,300 Marriott Hotels. You'll earn your choice of either miles in your preferred airline program, or points toward free hotel stays and any of 300 exciting reward options for every dollar you spend.*

Joining is easy. Membership is free. To enroll, visit the Main Office of any participating hotel, log on to www.marriottrewards.com, or call 1-800-249-0800.

**Qualifying dollars vary by hotel brand.*

NEWSPAPERS

(Hotel: List the newspapers that are offered and the location of the vending area.)

PARKING

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

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PETS

They're part of your family, and we welcome them. There is a flat \$75 fee for bringing your pet.

POOL

Refresh and relax in a nice, cool pool. Pool hours are : _____.
Towels are available at the pool. Your room key will allow you access.

POSTAGE STAMPS

Available for sale at the Main Office.

RECREATION

(Hotel: Please list recreational activities in the area with address and phone number.)

RESERVATIONS

You can either contact the Main Office for help with reservations at your next destination, visit our website at www.Marriott.com or dial 1-800-257-3000 for TownePlace Suites by Marriott Reservations.

ROLLAWAY BEDS

OPTION ONE: Rollaway beds may be obtained by contacting the Front Desk. The following charges apply: (Hotel: Please list any fees that will apply.)

OPTION TWO: The sofa in your guest room converts to a bed. Linen is located in your entry closet *(Hotel list the location of linen)*

SAFE DEPOSIT BOXES

Please do not leave money or valuables in your room. Safe deposit boxes are available for no additional charge in the Main Office.

SUITE CHARGES

Payment for all suite charges is due once a week. If you provided a credit card account number at check-in, the charges will automatically be posted to your credit card account each week. If you plan to pay by cash or check, please update your account once a week at the Main Office.

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TELEPHONE INFORMATION

(Hotel: Please list specific dialing numbers and instructions and surcharge %.

ie: Local Calls Touch 9 + Number.)
 Suite to Suite Touch ____ + Suite Number
 Local - Direct Dialed Calls (Charge) Touch ____ + Number
 Directory Assistance
 Local (Charge) Touch ____ + 411
 Long Distance (Charge) Touch ____ + Area Code + 555-1212
 Long Distance - Direct Dialed Calls Touch ____ + Area Code + Number
 AT&T Operator Assisted Daytime Rates + Charge % surcharge
 (Subject to applicable taxes.)
 Long Distance Calls - Collect, Third Party,
 Credit Card Touch ____ + 0 + Area Code + Number
 International - Direct Dialed Calls Touch ____ + 011 + Country Code
 + City Code + Number
 AT&T Operator Assisted Daytime Rates + Charge % surcharge
 (Subject to applicable taxes.)
 International - Collect, Third Party, Credit Card Touch ____ + 011
 + Country Code + City Code + Number
 1-800/888/877/866 Calls Touch ____ + 1 + 800 or (888, 877, 866) + Number
 Emergency Touch ____ for Hotel Operator
Local Telephone exchanges are listed separately in this directory.

TownePlace by Marriott subscribes to AT&T Long Distance and Sprint Operator Services:

AT&T Long Distance: For the cost of an AT&T operator assisted call dial 9 + 1 + 800 + CALLATT. When an AT&T operator answers, ask for the Daytime Operator Assisted Rate.

Sprint Operator Services: For Sprint Customer Information please call 9 + 1 + 800 + 786-5050 or write to: Sprint Hospitality, P.O. Box 8490, Kansas City, MO 64114-8490

Rates for operator assisted calls are available upon request. You have the right to access the long distance company of your choice by using the appropriate company access code.

Direct Comments to: Common Carrier Bureau, FCC, 1600A2, Washington, DC 20554.

Note to Hotel: If your hotel uses a vendor other than AT&T for Long Distance or Sprint for Operator Services, please replace all information related to AT&T and Sprint with your vendor's information.

OPTION ONE

OR , OPTION TWO

TELEVISION/MOVIE CHANNELS

OPTION ONE: They are listed separately in this directory. (Hotel: Please list if pay per view or video games are available.)

OPTION TWO: Please see Channel Listing card on top of Television in your suite.

NOTICE: If choosing Option One, you MUST purchase Options paper separately. Hotel is responsible for printing TV channel information on this paper.

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OPTIONAL

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TOWELS

Need extra towels? Contact the Main Office for additional towels.

Extra towels are located in your suite.

TRANSPORTATION

Going somewhere? Our hotel shuttle runs within a five mile radius and would be happy to take you. Please contact the Main Office for times/reservations and availability.

TRASH REMOVAL/TRASH ROOMS

We will empty your suite's wastebaskets during your scheduled full and refresh housekeeping services. For your convenience, trash receptacles are also located in the Trash Rooms. See your TownePlace Suites map for location of the Trash Room closest to your suite.

TWO TELEPHONE LINES

Each suite comes with two telephone lines so you can carry on a conversation while clicking away on your computer.

VENDING MACHINES

Got the munchies? Visit our vending machine area for snacks, cold beverages and ice. See your TownePlace Suites map for the closest location.

VOICE MAIL

Personalized voice mail captures important messages while you're out. Follow these instructions to record and retrieve your voice mail;

(Hotel: Please list instructions for voice mail.)

WAKE-UP CALLS

Set your own wake-up call by _____ .

(Hotel: Please list instructions for wake up calls.)

WELCOME BASKET

Feel right at home on your first night with us, with a basket containing coffee, tea, sweeteners, non-dairy creamer, dishwasher detergent and dishwashing liquid. Supplies will be replenished during each housekeeping service. Should you require anything in the meantime contact the Main Office.

WORSHIP

(Hotel: Please list the local houses of worship identifying the denomination, address, phone number.)

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FIRE

IF A FIRE IGNITES IN YOUR SUITE:

- Secure an outside telephone line and then dial 911
- To reach a Service Team member immediately, dial 0
- If the fire alarm sounds, exit the building immediately
- Do not use the elevators
- Before leaving your suite, feel the door to determine it's temperature
If the door IS NOT HOT, open it slightly to determine whether or not there is a clear path to the nearest evacuation stairwell (see map located on back of suite door). Stay low to the floor, close the door and take your suite key with you.
- If the door IS HOT and smoke is heavy, seal the door with wet towels, secure an outside telephone line and then dial 911.

MEDICAL

For medical emergencies, secure an outside telephone line and then dial 911. To reach a Service Team member immediately, dial 0.

AMERICAN HOTEL AND MOTEL ASSOCIATION SAFETY TIPS



1. Do not answer the suite door without verifying who is at the door. If a person claims to be a member of our service team, call the Main Office to confirm whether or not a team member is scheduled to enter your suite and, if so, for what purpose. Also, all members of our service team should be outfitted in a uniform displaying the TownePlace Suites by Marriott emblem.
2. When returning to the hotel late in the evening, use the main entrance of the hotel. Be observant and look around before entering or exiting the parking lot.
3. Close the door securely whenever you are in your suite and use all of the locking devices provided.
4. Do not display your guest suite keys in public or leave them in places where they can be easily stolen.
5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
6. Do not invite strangers to your suite.
7. Place all valuables in a safe-deposit box (provided free of charge in the Main Office).
8. Do not leave valuables in your vehicle.
9. Check to see that all windows and connecting suite doors are locked.
10. If you see any suspicious activity, please report your observations to the management.

**Required for all
directories**

**PLEASE ATTACH A COPY OF YOUR PROPERTY
LAYOUT TO THIS QUESTIONNAIRE.
IT IS REQUIRED BY MARRIOTT.**