90 Day Promise

We thank you for choosing RGI Publications, Inc. as the supplier of your in-room guest service directories. As your supplier, we want the production process of your directories to be a pleasant experience. We believe the timely delivery of the finished product will help build a strong business relationship, promote community support and ensure the continued sponsorship of your local business friends. Our promise to you, and your local business friends, is to complete production and deliver the finished product within 90 days from our representative completing the sales efforts. To fulfill this promise, we ask that you complete this workbook with your sales agent, and return all directory proof copies within 5 days of receipt, with any changes needed. Directories are printed and shipped within 14 working days of your final proof and print authorization.

We have designed this workbook to help us serve you better in the production of your Guest Service Directory. We hope to make this project as easy and efficient as possible. Your assistance in completing the information will allow us to prepare proofs and complete production in a timely manner.

The following pages are designed as a template for production and to assist in compiling the hotel and area information you wish to include. If a subject or area section does not apply, please check the box indicating "not applicable". Complete all areas that pertain to your hotel and edit where necessary to fit the specific needs of your property. Supply printed copy of menus, attractions, property layouts, etc. Our graphic design staff will create a proof based on the supporting sponsorship obtained from your area merchants. Your sales representative will assist you with any questions you may have and franchise specifications. This workbook must be completed with your RGI sales representative by the end of the sales efforts in order for our 90 Day Promise to be fulfilled.

Projected Production Timeline

<table>
<thead>
<tr>
<th>Task</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ad Proofs</td>
<td>2nd - 3rd Week</td>
</tr>
<tr>
<td>Directory Proof</td>
<td>4th - 5th Week</td>
</tr>
<tr>
<td>Hotel Proofing</td>
<td>6th - 8th Week</td>
</tr>
<tr>
<td>(2 Proofs Only)</td>
<td></td>
</tr>
<tr>
<td>Print &amp; Ship</td>
<td>9th - 11th Week</td>
</tr>
</tbody>
</table>

*Timeline starts from completion of project.*
Check List

- All Contracts with Hotel & Advertisers.
- Complete Advertiser Information Form Layout for each advertiser.
- Hotel Cover Information: hotel logo, address, phone & fax #s
- Welcome Letter
- Hotel Guest Services Information and Dialing Instructions
- TV Channel Listing
- Church Listing (church name, address, phone number)
- Property Layout
- Safety Procedures
  (Please include any specific or regional safety procedures i.e. earthquake, hurricane, thunderstorms, etc.)
- Room Service Menu
- Area Attractions Information
- Area Map with location of Hotel and Advertisers indicated.
  (See example in back of this workbook)
- Is this a renewal? If so, enclose a sample of last year’s directory.
- Signed Advertiser Approval Form
- Color of ink and paper to be printed

Will Directory be:
- Saddle Stitch
- Portfolio Binder
- 3-Ring Binder

COMMISSIONS WILL NOT BE PAID ON INCOMPLETE PACKAGES!!!
Account Information

Hotel Name: ____________________________________________________________

Street Address: ________________________________________________________

City: ___________________________ State: ___________ Zip: ____________

Phone: _________________________ Fax: ________________________________

Website: _______________________________ E-mail: _______________________

Management Group / Company: _________________________________________

Number of Rooms: _____________ Annual Occupancy: ___________%

Existing Account: _____Yes _____No
If yes, please indicate year of last publication and include a copy.

Primary Contact for Directory

Approval: ___________________________________________________________
Directory Specifications

LAMINATED SADDLE STITCH:

☐ Yes

Ink color: ___________________________ Paper color: _______________________

**Co-op Directory Program**
If you are looking for a 3-Ring or portfolio style binder, our co-op program allows the advertising sponsors to defer all or part of the cost. You can choose from our many stock vinyl and ink colors. Please check the appropriate box above and one of our representatives will contact you regarding the level of sponsorship needed.

***Ring Binders***
This must be approved through home office and meet requirements of the sponsorship program. Ring binders are constructed from .14 gauge vinyl and 100 pt. chipboard, exposed rivet construction with .50, .75, or 1.0 inch 3-ring metal. Edges are welded with a unique heat sealing process to ensure long life and resist splitting. The inside front cover has a 4 inch horizontal pocket for displaying letterhead, franchise programs and more. A full clear vinyl pocket on the inside back cover supports the guest service directory while displaying needed information to the guest. Front cover art is silk-screened in one PMS color. **Appropriate information for tab selection must be provided.** Ring Binders use either 4, 5, or 6 tab sets. Custom tabs available for additional cost.

****Portfolio Binders***
This must be approved through home office and meet requirements of the sponsorship program. Portfolio binders are constructed from .14 gauge vinyl and 100 pt. chipboard. Edges are welded with a unique heat sealing process to ensure long life and resist splitting. The inside front cover has a 4 inch horizontal pocket for displaying letterhead, franchise programs and more. A full clear vinyl pocket on the inside back cover supports the guest service directory while displaying needed information to the guest. Front cover art is silk-screened in one PMS color.

Any redesign or layout required for ring binders, after the initial proof, will incur graphic design costs at $48.00 per hour.
**Dialing Instructions**

Local Calls ................................................................. (9) or (8) or other ___ + Local Number
Local Information .......................................................... 9) or (8) or other ___ + 1411
Long Distance Information ........................................... 9) or (8) or other ___ + 1 + (AC) + 555-1212
Long Distance Calls (Charge to Room) .................................. 9) or (8) or other ___ + 1 + (AC) + Number
Operator Assisted (Credit Card or Collect) ......................... 9) or (8) or other ___ + 0 + (AC) + Number
International Calls ......................................................... 9) or (8) + 011 + Country Code + City Code + Number
Toll Free Numbers .......................................................... 9 + 1 + (800/888/877/866) + Number
Room to Room Calls ........................................................... ___ + Room Number

Long Distance Operator Access Codes: MCI 10-10-222
AT&T 10-10-288
Sprint 10-10-333

Our Long Distance Carrier is ________________________

**List the area churches, addresses, and phone numbers here.**

**TV Channels**

List available TV channels and premium cable channels below, or check the box at right if a current list will be attached.
HOTEL LOGO
HERE

Indicate what hotel logo is to be used here.

Indicate your hotel name here if applicable.

Please write the following information below:

Address • City, State  Zip Code • Phone Number • Fax Number

Please leave in room for next guest. Thank you!
Welcome Letters

Welcome #1

A Warm and Cordial Welcome to Our Guests and Friends!

May we extend our most cordial welcome and sincere wishes for a pleasant stay while you are with us.

We will try our best to make you feel comfortable and at home. We do realize from past experience that our guests may have some needs we cannot anticipate and we only hope that you will bring them to our attention. If it is at all within our power, we will do our utmost to fulfill your request.

Should additional information be needed, other than that enclosed herein, please ask!

Thank you for your patronage, and we hope that the continuation and return from your journey generates only happiness and success.

Sincerely,

Management & Staff

Welcome #2

Dear Guest:

It is our desire and intention to make your stay with us as comfortable and pleasant as possible. Please feel free to contact us regarding any assistance we may render.

Be sure to visit our recommended businesses listed in the directory as they are hand picked especially for you, our guest.

Our management and staff are here to provide you with the best possible service. We welcome your suggestions and comments.

Sincerely Yours,

Management & Staff

Welcome #3

Welcome to hotel name. We thank you for choosing our hotel, and we intend to make your stay a pleasant one.

Our directory was designed to provide you with information about our facilities which are at your disposal. We are pleased to be able to introduce you to some of our business friends in whose services you can have confidence.

Whether here on business or pleasure, we hope that you will enjoy your visit with us. Please call on us if we can be of assistance.

Always At Your Service,

The Staff & Management
Welcome to Hotel or City Name

Indicate the text for your Welcome Page below. Or choose from the examples of Welcome text pages on the previous page of this workbook.

Dear Guest

Please use the Welcome text page example: 1 ☐ 2 ☐ 3 ☐

for my Welcome Page.

Please check box if Welcome Page text is attached. ☐

If you would like to include your signature with the Welcome Letter please write your signature clearly within the white space below using a BLACK pen. Also, please print your name with titles and extensions.

SIGNATURE

☐ YES ☐ NO

Don’t forget your signature if you want it included with your welcome letter.

PLEASE PRINT NAME WITH TITLES AND EXTENSIONS

Hotel Logo Here

Indicate Hotel Logo and Hotel Name here.

Address

City, State, Zip Code

Phone Number

Fax Number
客务服务

航空
American Airlines 1-800-433-7300
Continental Airlines 1-800-523-3273
Delta Airlines 1-800-221-1212
Northwest Airlines 1-800-225-2525
Southwest Airlines 1-800-435-9792
United Airlines 1-800-241-8538
Airtran Airlines 1-800-825-8538

(请查看黄页获取主要航空公司的本地电话号码。)

汽车租赁

餐饮和餐饮服务
提供各种餐饮和餐饮服务。我们的餐饮团队很乐意为您服务。

商务中心

我们的商务中心位于___________，从___________到___________，设施齐全，为您提供便利。

现金兑换

个人支票可以在前台24小时兑换，需提供身份证和主要信用卡。请与前台联系确认兑换限额。所有支票都将通过支票服务处理。

退房

退房时间为___________，但如果您离店时间与退房时间不符，请联系前台。我们将尽力满足您的需求。

18岁以下的儿童

与父母同住房间可免费。

大陆早餐

请加入我们，在___________至___________的权重时间（周一至周五）以及___________至___________的周末和节假日享用免费的大陆早餐。

复制服务

复制服务可在前台办理。酒店客人每份收费___________。

接受的信用卡

美国运通，Carte Blanche，Diners Club，Discover，MasterCard，Visa _________

婴儿床和可折叠床

婴儿床作为特殊请求项目，可通过前台提供。可用的数量有限，将按照先到先得的原则服务。可折叠床收取少量费用___________。

数据端口

数据端口位于所有房间内，位置为___________。

饮料和自动售货机

自动售货机位置方便，详情请参阅物业布局。

紧急情况

在紧急情况下（包括医疗或其他情况），请立即联系前台。

传真机

接受来件传真，每份___________，出件___________。我们的传真号码为___________。

健身中心

我们的健身中心位于___________，开放时间___________至___________。

酒店延伸服务

前台___________
经理当班___________
销售部门___________

酒店接驳

请与前台联系安排免费的机场接送。

客户服务
Guest Services

HOUSEKEEPING ................................................................. Dial ________
Housekeeping service is provided daily. Special needs or extra amenities are available upon request.

ICE MACHINES
Ice is available for all guests. Please refer to the room layout for the location of each machine.

IN-ROOM FEATURES
For your convenience, we have provided within your guest room a television with remote control, iron and ironing board, coffee maker, hair dryer and clock radio. If you have any questions regarding the operation of these items or with your heating and air conditioning unit, please contact the front desk for instructions.

LAUNDRY SERVICES ............................................................. Dial ________
For same day service, Monday through Friday, please drop off at the front desk by _________. Dry cleaning and laundry, will by returned by _________. Laundry bags and forms are provided in the guest rooms and at the front desk. Coin-operated washers and dryers are available _________. (Please refer to property layout).

LOCKSMITH ................................................................. Dial ________
Please contact the front desk for the location and phone number of an area locksmith.

LOST AND FOUND ............................................................. Dial ________
Please contact the front desk for articles that have been either lost or found.

MAIL AND MESSAGES ............................................................ Dial ________
The flashing light on your telephone signals a message or mail, please contact the front desk.

MAIL AND PACKAGES (OUTGOING)
Available couriers are UPS __ FedEx __ USPS __ Other _______________________.

MEDICAL SERVICES
Emergency Assistance .......................................................... Dial ________
Local Medical Center ......................................................... Dial ________
Emergency Room ............................................................. Dial ________

NEWSPAPERS
Complimentary USA Today available in lobby. Local newspapers are available _____________________.

RESERVATIONS
Please let us confirm your advance reservations.

RESTAURANT HOURS OF OPERATION
___________________ is open from ____________ to ____________, thru _______________.

ROOM SERVICE
Room service is available from ________ to ________, ________ thru ____________.

SAFE DEPOSIT BOX
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 safe located at the front desk. For the security of your valuables, please let us be of service.

SWIMMING POOL AREA
Our pool is open from ________ to ________ during the months of ______________ to _______________.
No lifeguard is on duty. Parent(s) must be present at all times when children are in the pool area. No glass bottles in pool area.

TAXI SERVICE
The front desk will summon taxis on request or for future specified times. To dial direct, please call: _________________________. Dial ________
_____________________________________________. Dial ________

TIME AND TEMPERATURE .......................................................... Dial ________

TRAVELERS WITH DISABILITIES
The hotel is committed to providing accessible facilities for travelers with disabilities. If you encounter barriers during your stay, please contact the Manager on Duty. If in the future you require an accessible room, you can assist us in meeting your needs by making advance reservations and requesting an accessible room and letting the agent know your individual needs.

WAKE-UP CALL ............................................................. Dial ________

WEATHER FORECAST .......................................................... Dial ________
Room Service Menu

Indicate here if a Room Service Menu is to be used. ☐ Yes ☐ No
Fill-in the Room Service services below or attach an existing Room Service Menu.

OPTIONAL
Extra charges may apply to include in directory.
HOTEL LOGO
HERE

Indicate what hotel logo is to be used here.

Attach property layout here.
Safety Tips

UPON ARRIVAL
Please refer to the back of your guest room door to locate fire exits and staircases. Please find alarm pull stations and fire extinguishers on your floor. Please find the "OFF" switch on your air conditioner. In case of fire, turning the air conditioner off will prevent smoke from being drawn into your room.

IN CASE OF FIRE
• Stay calm.
• Pull the nearest fire alarm.
• If possible, close doors around the fire area.
• Phone the operator.
• Exit from the building (if at all possible).
• Take your room key with you.

SMOKE
If your room is filled with smoke, fold a wet towel into a triangle and tie it over your nose and mouth. Get on your hands and knees (or stomach) and crawl to the door. Feel the knob; if hot, do not open. If cool, open slowly. Take your room key. If the hallway is filled with smoke, stay next to the wall and count the doors as you crawl to the exit staircase. Walk down the exit staircase. If the staircase begins to fill with smoke, return to your room.

IF YOU CANNOT LEAVE YOUR ROOM
• Dial "0." If unavailable, call the Fire Department "9 + 911."
• Shut off air conditioner.
• Wedge a wet cloth under the door and around the doors and vents.
• Remove drapes from windows.
• Check to see if there is smoke outside the window; if there is no smoke outside and the window may be opened, hang a sheet or light colored material outside. This will signal your location, letting firefighters know that the room is still occupied. Keep part of the sheet inside the window, wet with water.
• Fill the bathtub or sink with cold water for firefighting. Use ice bucket or other container to keep water available to quickly moisten the wet cloths that are keeping the smoke out.
• Do not break the window, do not jump.
• Stay low and continue firefighting until help arrives.

IN CASE OF TORNADOS OR SEVERE WEATHER CONDITIONS
If the need arises and the city's Civil Defense Sirens are activated, we will in turn activate the Hotel's Fire Alarm System to warn you that immediate evacuation to the lower level will be mandatory. Employees will be stationed throughout the Hotel for your assistance. The Hotel will do its best to notify you when the sirens are sounded, either by phone or door to door.

Security Procedures

DOUBLE LOCKS AND LATCHES
For additional security, utilize the deadbolt lock provided on your door upon entering. This will prevent the door from being opened by a regular room key. As an additional precaution, please secure the safety latch.

ADMITTANCE
Do not admit persons to your room without first making identification. If there is any doubt about the person's identity, please contact the front desk.

KEYS
Please safeguard your key. Be sure to leave it with the front desk upon your departure. Do not leave your key in your room or in the door. Do not give your key to others.

Travel Tips

• Ziplock bags are useful for packing in your luggage. They will contain liquids, provide storage for damp or wet bathing suits and the air pockets keep clothes from shifting or wrinkling. Use large clothing bags from the dry cleaners to separate items of clothing.

• When space is a premium, pack a sweatsuit or jogging suit instead of a bathrobe. You will get double-duty from one; comfortable lounging in the room, and the ability to step into the hall for ice, etc.

• Closing the bathroom door of your hotel room will help keep the morning's noise to a minimum, as most of the sounds carry through the air/plumbing systems.

• If you feel you might have someone following you, step up to the nearest door - knock and announce that you have forgotten your key. If someone answers the door, explain what you have done. If no one answers, it will still serve the purpose of confusing and alarming the possible follower.
Area Attractions

List the area attractions and points of interest in the area below or attach existing copy or copies of the attractions in your area, but be specific as to which are to be included on this page.

OPTIONAL
This will be included as space and sponsors allow.
Attach an area map here.

Sales Representative will fill in the area advertisers below.

Locations are approximate and may vary slightly from actual locations.
Example of Spotted Map

Southern Pines

Aberdeen