

your master plan for convention housing®

eChoice



## Your prime rooms stay full and your guests stay happy.

Our exclusive eChoice™ tool solves attrition and customer service issues all at once. During the reservation process, guests who can't get into their preferred hotels can waitlist themselves automatically. If a room becomes available in the first-choice property, we rapidly offer the guest a chance to switch. They appreciate the personal service; you get extra assurance that key room blocks stay fully sold.

### **eChoice improves on traditional waitlists.**

- You can select the hotels and guest segments that get top priority.
- Travel Planners personally contacts waitlisted guests to confirm their interest in switching hotels when the first choice becomes available.
- When a guest agrees to change rooms, reservation information is transferred automatically online, reducing time and preventing errors.
- You avoid last-minute losses that happen when cancelled rooms can't be re-booked.

### **It's all part of the plan...at no extra cost.**

eChoice is a high-tech, high-touch feature that Travel Planners makes available to every client.

For more information call **800.221.3531, ext. 2345**  
or visit us on the web at **TPhousing.com**

# TRAVEL PLANNERS

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