

Beat: Technology

MARRIOT GIVES PLANNERS THE POWER TO MAKE REQUESTS AT THE TOUCH OF A BUTTON

ON MEETING SERVICES APP

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USPA NEWS - Marriott's Meeting Services App, which gives planners the power to make requests at the touch of a button, now brings the same level of innovation to billing, making the entire process easier. The new billing enhancement was designed based on meeting planner feedback...

Marriott's Meeting Services App, which gives planners the power to make requests at the touch of a button, now brings the same level of innovation to billing, making the entire process easier. The new billing enhancement was designed based on meeting planner feedback and gives them the ability to customize their billing and respond to charges instantly and discretely through the app.

Customers can select daily and final bill content preferences and specify whether in-person, email or mail delivery is preferred. They can also use the app to ask questions or electronically dispute Banquet Event Checks and Group Master Charges while the event is still fresh in their minds.

Meeting planners receive a customized link from the host hotel three days prior to their event, allowing them to start making requests for last-minute details. The app is available on any Web-enabled device at nearly 800 hotels in more than 50 countries, in 20 languages at JW Marriott®, Autograph Collection® Hotels, Renaissance® Hotels, Marriott Hotels® and select Courtyard by Marriott® hotels.

The Meeting Services App, along with MeetingsImagined.com, ResLink, Mobile Check-In, CheckOut, are part of Meetings Imaginedsm, Marriott's global meeting strategy. Marriott is the first hotel company to reimagine the traditional meeting by creating a unique branded meeting experience for each of their full-services brands, developing a suite of digital tools to serve both the meeting planner and the attendee,

Source : Marriott International, Inc.

Ruby BIRD

<http://www.portfolio.uspa24.com/>

Yasmina BEDDOU

<http://www.yasmina-beddou.uspa24.com/>

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Editorial program service of General News Agency:

United Press Association, Inc.

3651 Lindell Road, Suite D168

Las Vegas, NV 89103, USA

(702) 943.0321 Local

(702) 943.0233 Facsimile

info@unitedpressassociation.org

info@gna24.com

www.gna24.com