



Count on Us[®]

Frequently Asked Questions

VERSION 3.0 | August 16, 2022

Count on Us® FAQ's

Q. What is *Count on Us*®?

A. *Count on Us*® is Wyndham's long-term, multi-faceted program to build confidence among guests and to support you as you welcome guests into your hotel. It focuses on efforts to elevate the guest experience at your hotels in the wake of COVID-19, and aims to give you and your guests peace of mind. These efforts have been designed to build trust with guests who are counting on us for clean and welcoming environments. We want the everyday traveler to know they can count on us® to put their health and safety first.

Q. What are the initiatives that make up *Count on Us*®?

A. The *Count on Us*® program focuses on health and safety measures: -

- Providing access to critical supplies for your hotel, including alcohol-based hand sanitizers for public areas.
- Implementing brand standards, training and resources grounded in guidance from U.S. Centers for Disease Control and Prevention (CDC) and the American Hotel & Lodging Association (AHLA).
- Delivering consistent levels of cleanliness that guests expect across all hotels.

As we navigate through the impacts of COVID-19 and the ever-changing world around us, Wyndham will continue to evolve the program to respond to changes in the environment.

Q. How does this differ from AHLA's "Safe Stay" initiative?

A. While *Count on Us*® focuses directly on Wyndham franchisees and guests, it was designed with industry guidelines and best practices in mind, including those from AHLA and its "Safe Stay" initiative.

As a member of the AHLA Safe Stay Advisory Council, Wyndham has joined other industry leaders as well as public health experts, scientists, and medical professionals to develop "Safe Stay", a series of industry best practices and guidelines focused on enhanced hotel cleaning practices, social interactions, and workplace protocols that meet health and safety challenges presented by COVID-19. You can learn more about AHLA's newly launched "Safe Stay" initiative [here](#).

Q. How are we sharing our *Count on Us*® commitment with guests?

A. Guests will be able to see our *Count on Us*® efforts when they are researching where to stay, booking a stay, and on-site during their stay. Guests will see the *Count on Us*® messaging via:

- A dedicated landing page on wyndhamhotels.com explaining the [Count on Us](#)® initiatives and efforts;
- A guest-facing COVID-19 [Frequently Asked Questions](#) page;
- Integrated messaging in our Wyndham Rewards email communications; and
- On-site operational signage to reinforce and provide peace of mind at your hotels.

Q. How should I promote *Count on Us*® at my hotel?

A. The program focuses on the three most visible areas of the consumer hotel journey. Entering the hotel, checking in, and moving through high frequency areas. Required on-property signage will reinforce the *Count On Us*® commitment as well as educate guests on the new health and safety efforts at your hotel. Required items include:

- Window cling
- Front desk signage
- Key card insert
- Where mask requirements are in effect: Face masks window cling (optional)
- Elevator signage

New *Count On Us*® branded signage is available for order from RRD and Webb Mason, our approved collateral/print suppliers. For further details on the branded signage, see the [Operational Signage Guide](#).

Q. Am I required to use the collateral or signage in my hotel?

A. You are required to use the collateral and post all signage as listed in the *Count On Us*® brand standard (#100.02.37).

NEW BRAND STANDARDS

Q. What are the brand standards tied to the *Count On Us*® initiative?

A. The *Count On Us*® brand standard (#100.02.37) requires, among other things, hotels to provide hand sanitizer stations throughout the hotel and the use of Ecolab's dilution system and EPA registered disinfectant cleaning products. Additionally, *Count On Us*® training and collateral is available to help ensure all hotel staff are educated about Covid-19 and how to mitigate its spread and to promote consistent messaging to guests.

Q. Where can I source the required health essential items?

A. Please see the [Critical Product Availability Guide](#) for access to health essential items required as part of the *Count On Us*® brand standards.

ECOLAB PARTNERSHIP

Q. Why was Ecolab chosen as the partner to support the *Count On Us*® brand standards?

A. As part of the *Count On Us*® initiative, we are expanding our decades-long relationship with Ecolab to require the consistent use of Ecolab's EPA and Health Canada-registered disinfectant products at hotels across North America when cleaning all hotel guestrooms and public spaces. Ecolab's Peroxide Multi Surface Disinfectant and Cleaner are now required to be used when cleaning guestrooms and public spaces and a choice of two Ecolab disinfectant bathroom cleaners will be required to be used in all hotel bathrooms. These products must be dispensed through an Ecolab dilution system to help ensure consistent results. The dilution dispensing system, Ecolab's Oasis Pro Housekeeping System, will be provided to hotels by Ecolab **at no charge** with the purchase of the accompanying Ecolab cleaning products. Hotels will remain free to source these required Ecolab disinfectant products from any supplier, with those purchasing through the Wyndham program enjoying the benefit of improved program pricing resulting from the scale achieved through this new requirement.

Q. How much does the Oasis Pro Housekeeping System cost?

A: With the commitment to purchase the required Ecolab chemicals, the Oasis Pro Housekeeping System is provided by Ecolab at no charge. If you need multiple systems or to replace your existing system there is no additional charge.

Q. What chemicals do I have to use with the Oasis Pro Housekeeping System?

A: Only Ecolab chemicals may be used with the required Ecolab dilution system. You will be required to use Ecolab's Peroxide Multi Surface Cleaner & Disinfectant and will be able to choose from two Ecolab Disinfectant Bathroom Cleaners.

Q. Where can I find out more about pricing for the Ecolab products?

A: For pricing inquiries, please contact countonus@ecolab.com or call 1-800-35CLEAN (800-352-5326)

Q. How do I order Ecolab chemicals?

A: You may order Ecolab chemicals through Wyndham-approved suppliers or direct from Ecolab. Access Ecolab's US flyer [here](#) and Ecolab's Canadian flyer [here](#).

Q. I am a new customer, what is the time expectation for installation and training on use of the required products?

A: Ecolab estimates that it may take approximately 30 days from the date your order is placed for the coordination of installation and onsite training.

Q. Am I mandated to use Ecolab product for both cleaning and laundry?

A: The brand standards only require the use of Ecolab's dilution system and disinfectant cleaning products. Ecolab also offers laundry, ware washing, and other programs if you are interested. However, those programs are optional.

Q. What type of support does Ecolab offer?

A: The Ecolab team is available 24/7/365 for service and training. Ecolab currently charges no service fees, trip charges, and performs monthly visits to each of its hotel customers to service equipment. To reach your Ecolab rep with questions, or for emergency service, please contact your rep by calling a live customer service agent at 1-800-35CLEAN (800-352-5326) or by using their newly launched Ecolab CONNECT customer portal. It is not recommended that you call or email your rep directly, as these points of contact are not recorded/tracked through their customer service system.

Q. If I have an outstanding balance with Ecolab and want to purchase new products, does Ecolab offer any payment plans?

A: Please contact your rep by calling a live customer service agent at 1-800-35CLEAN (800-352-5326) to work through your hotel's particular circumstances.

Q. Is there an Ecolab Representative in my area?

A: Ecolab has over 2,300+ field associates across North America. They cover everywhere our properties are located. You can contact your Ecolab rep by calling a live customer service agent at 800-35-CLEAN (800-352-5326) or you can contact them by using Ecolab's newly launched Ecolab CONNECT customer portal.

COUNT ON US® TRAINING

Q. What are the *Count On Us*® training requirements?

A. The new *Count on Us*® training standards require you to download a number of operational resources to implement at your hotel and to access online trainings broken into five key areas geared towards different members of your hotel's staff: front desk, general manager, housekeeping, F&B service, as well as COVID-19 specific trainings. Each hotel's GM will be required to acknowledge that they and all relevant hotel staff have completed the required trainings. A *Count On Us*® training and resources kit explains these requirements and how you can go about completing them at your hotel in three simple steps.

Q. When do I have to complete the Count on Us® training?

A. All hotels must have their *Count on Us*® training completed within ninety (90) days of their opening date. In addition, any replacement GM must complete all *Count on Us*® training requirements within ninety (90) days after they assume the position. The new GM must take the training even if the hotel had already completed the training by a previous GM.

Q. Why do I have to take these trainings?

A. We are deploying these trainings and resources to complement the rollout of AHHA's "Safe Stay" guidelines and Wyndham's commitment to provide guests with a clean and safe experience. Please note, although required by Wyndham, the *Count on Us*® training does not replace any additional training that your state or local government may require you to complete.

Q. Not all of my team has access to Wyndham University, what should I do?

A. If your team members do not all have access, there are 2 options:

- Option 1: You can give them access by accessing MyPortal and creating an account. [This job aid](#) will walk you through the steps.
- Option 2: You can use your user name and password to access and print checklists and to launch the training that your employees will need to complete.

Q. How long are these trainings going to take me?

A. For any role, it will take less than 3 hours to complete the required training. A three step checklist along with best practices is available [here](#).

Q. I took all of the required trainings already, are there additional trainings I can take?

A. Yes, in addition to the mandatory *Count on Us*® trainings there are other recommended trainings for you and your staff.

Q. How is this different from the training I already took?

A. *Count On Us*® is our promise to guests to provide a clean and safe environment using our *Count On Me* service behaviors. Good news: if you have already taken the *Count On Me* Service Culture Certification webinar then you are one-third of the way to completing the required *Count on Us*® trainings. We will ensure that the credit for that course transfers over to your *Count On Us*® learning plan.

Q. How often do I have to re-take these trainings and download new guides?

A. Currently there is no annual requirement. As new versions and new trainings are launched, we will advise you and provide ample notice.

Q. Will these trainings have a fee associated with them?

A. There are no fees associated with the *Count On Us*® training and resource kit.

Q. Are trainings available in Spanish / multiple languages?

A. Yes, much of the training is available with no language, multiple languages or closed captioning. Key checklists are also available in Spanish.

For any additional questions please reach out to your Wyndham Operations Representative or contact the Operations Support Desk at 1-855-849-3487.

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