



Welcome to the latest Edition

of Insights by Currency Select

2018 is well underway and we have many exciting business ventures and projects that are scheduled to be rolled out throughout the year. We hope that you have all had a great start to the year and we look forward to working with you throughout 2018.

Wishing you and all your families a safe & Happy Easter!

~ Customer Relationships Team Australia

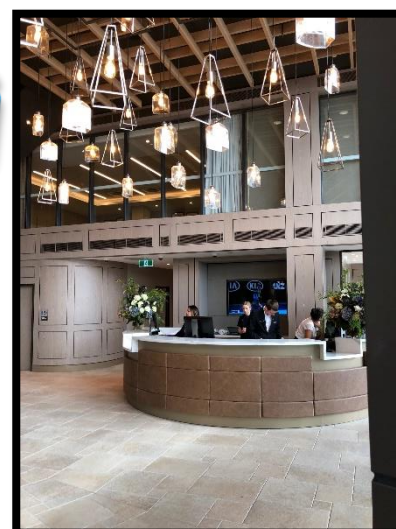


Pictured: CS VX690 at Park Royal Melbourne Airport

Did you know? DCC (Dynamic Currency Conversion)



- ❖ There is a perception that DCC adds a new conversion fee to the consumer (This is not correct).
- ❖ Without DCC today, in most cases the issuing bank and card scheme charge between 3% to 4% in currency conversion which they do not disclose at Point of Sale.
- ❖ The rates charged to the consumer by the issuing bank are not the Reuters or XE .com rates found on the internet – those are retail rates with a margin.
- ❖ Without DCC the cardholder is forced to accept a rate charged by the scheme and issuing bank with no choice.
- ❖ With DCC the consumer at all times has the right to chargeback a transaction if they have not been provided with an offer either paper based or electronic to complete the DCC transaction.



Pictured: CS VX690 at The William Inglis Hotel



Pictured: CS VX690 at West Hotel Sydney by Hilton

IMPORTANT NOTICE – CUSTOMER CARE EASTER LONG WEEKEND SUPPORT:

During the period between **Thursday 29th March 5:00pm to Tuesday 3rd April 7:30am**, please be advised customer support will be limited, we apologise in advance if there is a delay in responding to your calls/emails.



Marriott & Starwood DCC Drivers of this Edition:

How long have you worked in hotels?

Ritz Carlton USA/Ireland for 7 years before moving to Melbourne Marriott in 2015.

Something not many people would know about you?

Played drums since the age of 11.

Your dream location to work?

Out of all the places I have lived & worked, Melbourne takes the top spot!

Greatest Achievement:

Last year our Guest Voice 'check-in' score was the highest in Australia & Top 10 in APAC.

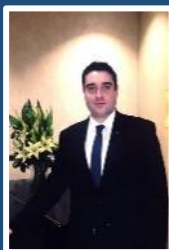
Tips on how you achieve great DCC results:

Regular training & understanding the process across the team. Make the process a habit so that the whole team can be the gatekeepers & share/celebrate the success!

~

Laurent Johnson

Assistant Front Office Manager
Melbourne Marriott



"Christian has been working at Sheraton on the Park Hotel for the past 12 years".

You may have met this person before however did you know..

Besides being busy with work throughout the week, he also has three children who keep him busy on weekends.

Favourite Food?

Satay Chicken with Rice.

Dream location to work?

Wherever you work – you make your dreams come true.

Greatest Achievement?

Too many over the years! And hopefully many more to come.

Tips on how you achieve great DCC results:

Continually motivating the team & nurturing the relationship with Currency Select.

~

Christian Schomann

Executive Assistant Manager - Rooms
Sheraton on the Park Sydney



Important Notices:

Decommission of Dial-Up enabled terminals:

From the **30th of November 2018**, Currency Select will no longer supporting dial up terminals connecting to our network.

If you are currently using dial-up terminals, you will need to migrate these before the 30th of November to either an IP Based connection or 3G based connection. If our records indicate you have dial-up terminals running in your business, you will shortly receive an official letter in relation to this along with a form to complete so that we can send out new terminals with the correct configuration.

Should you have any questions in relation to this, please contact your Customer Relationship Manager to discuss further or email dcc-crm@currencyselect.com.

Did you know we accept?



CS Profile of this Edition:

"Giulia joined Currency Select in 2017 and hit the ground running, having worked at the Australian Visitors Centres for many years – a client of Currency Select. Born and raised in Italy, Giulia was extremely familiar with DCC and her vibrant personality was the perfect fit to join the Sydney CRM team",

Favourite Food?

Italian of course!

Dream location to work?

I still believe one day I will win the lottery and I don't have to work anymore!

Greatest Achievement?

Australian residency...never thought I could get this!

~

Giulia Concato

Customer Relationship Manager
NSW/WA/ACT

