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Student – CU.com Guide

OVERVIEW
Welcome to the NEW ChoiceU.com! We created a whole new website that is easier to use, more convenient and more engaging than ever before! You can use this guide to help navigate through the new site where you will find more customized training tools, more educational resources and more opportunities to help develop your professional skillset!

I. Account Overview – Signing into your account, review your profile

II. ChoiceU.com Welcome Page – This is your hub on CU.

III. Locations – Content pages designed for specific content types.

IV. Content Page – How to use the tools to locate and access your training.

V. Webinar/Event Calendar – View your training sessions day by day or month by month.
ACCOUNT OVERVIEW

Why do you need a Student account?
As an employee on property, you have unlimited access to volumes of information on hospitality topics ranging from guest service, general industry training, and day-to-day operations of a hotel. To begin, you will need a ChoiceU.com student account. This account must be created for you through the General Manager (GM) at your property.

Once your student account has been created, you are ready to begin! Your journey will begin with logging in.

LOGGING INTO CHOICEU.COM


2. At the initial ChoiceU Login screen enter your Username and Password.

3. Click the Log In button to submit your information.

4. Once you have successfully logged in ChoiceU.com will open with your personalized welcome page.
   
   a. Note we will cover this page later in the guide, to jump ahead click here.
RETRIEVING YOUR USERNAME OR PASSWORD

1. If you cannot remember your username or password, you may retrieve them by clicking on the Forgot username/password link

2. Enter either your Username or Email Address

3. Click the Reset button. Shortly after clicking the button you will receive an email with your username and further instructions to rest your password.
   a. Note: If you have an invalid email address you must contact your GM at your property to reset your password.
UPDATING YOUR PREFERENCES

1. Once you have logged into your account you can update your profile or preferences by clicking on the menu item title **Profile** and then **Preferences**.

2. From your Preferences page, you may update your **Full Name**, **Email**, **Password**, **Choice Privileges number**, or your **Time Zone** (not shown in example). If a field is grayed out you must contact a ChoiceU Main Admin to make the edit.

3. Once you have made your edits you will need to click **Update** to save your changes.
Student – CU.com Guide

CHOICEU.COM WELCOME PAGE
WELCOME BOX

This area of the Welcome Page presents a welcome message, where you left off, and information on any upcoming sessions for the current month.

1. The Welcome Message is a brief video about ChoiceU.com. You can view this message by clicking on the Welcome Message icon.

2. The button under the title “Here's where you left off:” will link you to the most recent training module you were working on.

3. Your upcoming Webinar/Event/Workshop sessions for the current month will appear under “Your Next Event/Workshop This Month:”
   a. When you click on it, it will link you to that Webinar/Event/Workshop.
MESSAGES

On the left-hand side of the screen you will find the Messages box. This feature allows Choice University (CU) to notify you of new programs or training updates. The most recent message will be at the top of the list.

1. The Read More button will take you to the full message on the Messages page.

2. You will see a notification indicating how many unread Messages you have.

3. At times ChoiceU will require that a message is read before accessing ChoiceU.com. The system will redirect you to the message upon login in and the required message title will be in red.
LEARNING MAPS

Navigate your way through ChoiceU.com with your new personal Learning Map! Time is of the essence in our industry and finding the training you need among over 800 learning resources can be difficult. Not anymore! Your interactive Learning Map will give you clear direction on what resources are relevant for you based on your specific Job Function and Brand, and let you access those lessons in one easy click!

1. Your **Personalized Learning Map** button will launch a PDF of your map. The map is interactive and consists of the learning tracks presented. **CLICK** on each identified learning track and if there is content available, you will be directed to the items where you can launch them and complete your training.

   a. **Note:** The training linked to the Leaning Map is recommend for your Job Function. To view your required training **click here.**

2. **Business Solution Maps (Coming Soon)**
The **Search** box gives you the ability to search for training throughout ChoiceU.com, by course title, job function, job task and much more!

1. Type your search word and click **Search**

2. The **Search** box will automatically search under **All Training**. However, if you would like to search for a specific type of training such as **Webinars**, click on one of the six buttons.
   a. **Note**: the content page includes search functionality as well, this will be covered under **Content Page**
RUNNING REPORTS
Your ChoiceU.com account allows you to run reports on your training records with just one click.
Note: training records are updated every 24 hours.

Student Activity – Lifetime activity for your account
Transcript - Completed training records for a single student.

Access your reports from the Welcome Page

Access your reports from the Profile Drop-Down menu
CERTIFICATES

Many of the modules on ChoiceU.com are part of a required training regimen. These modules, once completed, will generate a certificate of completion for you. To access the certificates and print, click the View Certificates button and the Certificate page will open. Scroll through your available certificates and click Download. The document will export as a PDF.

CERTIFICATES – CONTENT VIEW

If a module has a certificate and you have met the criteria for completing the module, the certificate button will display. Once you click the View Certificate button the document will export as a PDF.

Certificate Icon

View Certificate button

LEADERBOARD AND BADGES

Wow! You sure make us proud. We’ve loved watching you rise to the top through ChoiceU.com’s badges and leaderboards. In fact, we loved it so much we knew we had to do more! Unfortunately, sometimes having to welcome in something new, means needing to say goodbye to something old.

On May 17, when we launch our new website, the badges and leaderboards functionality will be turned off. But don’t worry! Your completion records on ChoiceU.com will not be affected by the new site and when we are ready to reveal our new ranking and recognition experience--we’re confident you will love it!
LOCATIONS
The ChoiceU locations give you the ability to search or view your training by content type.

**Online Courses** – Expand your knowledge and skills with self-paced lessons on topics related to your specific job function!

![Online Courses](image)

**Documents/Resources** – Review user guides, training bulletins and a variety of job aids and resources to help support your professional development.

![Documents/Resources](image)

**Webinars** - Learn from both peers and industry experts through live, interactive training from the convenience of your personal computer.

![Webinars](image)
**ChoiceU TV** - Get up to speed with short video-based training programs on critical topics for your specific job function.

**Events/Workshops** – Gain hands-on experience and one-on-one guidance with exclusive workshops, seminars, and events held all across the country on the industry’s hottest topics.

**Certifications** - Get direct access to exclusive certification programs for your job function, along with useful training programs to help your hotel stay current in brand compliance.

**All Training** - Search through all content provided to for your job function. Expand your understanding of your role in your hotel and discover content that can help you improve your performance.
LOCATION ACCESSIBILITY

There are multiple ways to access the ChoiceU.com Locations.

a. The **Location Drop-Down Menu**

![Location Drop-Down Menu]

b. The **Search box**

![Search box]

c. The **Location Menu from the Content Page**

   a. **Note:** When searching under a location your search results will be based on the selected location
CONTENT PAGE
The ChoiceU.com content page gives you the ability to manage your training. You can search and view specific content, add it to your favorites list and archive your training.

LIST VIEW

ICON VIEW
CONTENT ICONS

Each content type has its own content ICON. Which allows you to quickly identify the type of content.

a. **Online Training** – Self-paced online course

![Online Training Icon]

b. **Resources** – Video, Audio, or Document.

![Resources Icon]

c. **Classroom** – In person event or workshop

![Classroom Icon]

d. **Webinar** - Online class

![Webinar Icon]

e. **Bundled Content** – A package of different types of training

![Bundled Content Icon]
**SEARCH**

The Search box gives you the ability to search or filter your training from the content page, such as title, job function, task or training type.

a. To search for training, type your search criteria in the search field and click the search icon.

![Search Field](image1.png)

b. You can filter your training by Assigned, Favorite, or Archived.

![Filter Options](image2.png)

i. **Note:** Refer to the Content Area section to see how to manage Favorites.

c. **Filtering** your search by training type allows you to narrow your search results.

![Filter By Options](image3.png)

i. The numbers to the right of the filter options indicate the amount of training types within your search results.

ii. When searching under a location your search results will be based on the selected location.
CONTENT AREA

The Content Area presents information such as, **Title, Completion Status, Training Details, Associated Resources, Prerequisites** and **Training Description**. Underneath the content area you will find the content buttons.

1. **Launch This Content** – will launch the content in a new window.
2. **Progress** – will display your progress, score, date completed, time taken, etc.
3. **Archive/Unarchive** – Will move the content to the Archive section of the content page.
4. **Favorite/Remove Favorite** – If you enjoyed one of our pieces of training use this button to add it to your favorites list.
5. **View Certificate** – Download the certificate associated with the content (if there is one).

Expanded view

![Global Sales Group Sales Training](image)

**Certificate and Favorite icons**

<table>
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<tr>
<th><strong>Rating</strong></th>
<th><strong>Passing Score:</strong> 80%</th>
<th><strong>Target Audience:</strong> Owner, Hotel Management, Sales, Front Office Management</th>
<th><strong>Estimated Duration:</strong> 1.25 Hours</th>
</tr>
</thead>
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**Content Description**

The Global Sales online training module is designed to educate on-property management and sales staff how to research, sell to and service the group market. The Group Sales training module is a refresher course for those experienced in group marketing and a good start for those new to group sales.

By taking this course, participants will:

- Have a basic understanding of the different group market segments and the specific needs of each.
- Learn how to pursue market segments and gain market share.
- Better understand how to service groups staying at your hotel.

In addition, the Group Sales training module will explain what Choice Hotels does to pursue the group market and how hotels can leverage those effects.

![3. ChoiceU.com Webinar](image)

**Target Audience:** Hotel Management | **Estimated Duration:** 15 Minutes

**Content Description**

A follow up webinar on the ChoiceU.com User testing

**Prerequisites**


Expanded view with prerequisites

A **Prerequisite** is something that is required before advancing to the next training. **Click** on the training title under the **Prerequisites** header to view the training.
Expanded view with Associated Resources
Click on the course title under the Associated Resource header to locate the item.

Accessing the content buttons from the collapsed view

Accessing the content buttons from the icon view

Note: to expand from the Icon view click on [ ] icon.
RATING CONTENT

We value your opinion and we would like to hear from you about the training delivered on ChoiceU.com. Once you have completed a training module, webinar, events, etc. you will have the ability to rate and leave comment.

a. Click on the 5 stars

![Rating Pop up](image)

b. The Rating Pop up window will appear and **click** on one of the 5 stars to enter your rating.

![Rate this content](image)

![Rate this content](image)

c. Then you can add a **comment** to your rating. **Please be as detailed as possible.**

![Comments](image)

d. Click **Submit** to enter your rating
WEBINAR/EVENT/WORKSHOP CALENDAR VIEW

Both Webinar and Events/Workshop locations are defaulted to a Calendar View.

HOW TO REGISTER FOR A SESSION

1. To register for a Webinar/Event/Workshop session, click on any day that is populated with sessions.

2. Click Register on the timeslot you would like to attend. The timeslot will highlight Green once you have registered. You can click View to see more details about the class.

HOW TO LAUNCH A WEBINAR

To launch a Webinar, click on Launch

1. Note: if you need to drop out of a session or you cannot attend the session, please click Drop Out.
CALENDAR ICONS AND TOGGLES

a. **Show Registered Only** – The calendar will only show your registered sessions

![Show only registered sessions](image)

b. **Icon and List View** – Will display the information in a different view (like the content page)

![Icon and List View](image)

c. **Legend Colors** – Registered, Waitlisted, Not Registered

![Legend Colors](image)

d. **Month and Year toggle** – Allows you to change the month year of your calendar. Click on the Month or Year to update the calendar.

![Month and Year toggle](image)

e. **State and Classroom Locations** – Filter the calendar by State or Location of class (Events/Workshop Only).

![State and Classroom Locations](image)
CHOICEU FAQ

• I cannot remember my password, how can I reset it?
On the login screen at www.ChoiceU.com click on the link below to Log In that says “Forgot username/password” If you do not have a valid email address you must contact choiceu@choicehotels.com.

• I completed a module with a passing score, but it is still showing incomplete, why?
Try these options first before contacting the Choice University hotline; refresh your browser, log out of ChoiceU and log back in. Check to make sure you have viewed all sections of the module. If the content is still showing incomplete you may report the issue to choiceu@choicehotels.com.

• I completed a module, but it is not showing up in my transcript!
Activity and Transcript reports are updated at midnight of each day. Modules will not reflect completion on these reports until then.

• I’m no longer at the same property. Do I have to retake everything or can my records be transferred to the new hotel?
All your records go with you and do not need to be taken again. Send an email to choiceu@choicehotels.com providing the old/new property code, the brand and your new job function and we can update your property information. If another account is created at the new property, Choice University can merge the records.

• Some of my modules are missing!
The modules may be archived, to check click on the “Archive” option from your search options.

You Archive/Un-Archive the content by clicking either the Archive/Un-Archive button at the bottom of the content area.

• How do I print my certificate?
If the module has a certificate and you have met the criteria for completing the module, the certificate button will display after the module information. Click the View Certificate button to generate the certificate. Certificates are also accessible under Profile and Certificate.
## GLOSSARY

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Username</td>
<td>An identification used for your ChoiceU.com account</td>
</tr>
<tr>
<td>Password</td>
<td>A secret word or phrase that must be used to gain access to your ChoiceU account</td>
</tr>
<tr>
<td>Preferences</td>
<td>Your account information, such as Name, Brand, and Job Function</td>
</tr>
<tr>
<td>Welcome Page</td>
<td>A Web page that serves as a starting point for navigation</td>
</tr>
<tr>
<td>Redirect</td>
<td>An instance of redirecting something from one address to another, such as an email or a URL for a web page</td>
</tr>
<tr>
<td>Learning Track</td>
<td>An assortment of training that can be assigned to students</td>
</tr>
<tr>
<td>Reports</td>
<td>A collection of training records done by one person(s)</td>
</tr>
<tr>
<td>Certificate</td>
<td>An official document attesting that you complete the training</td>
</tr>
<tr>
<td>Prerequisite</td>
<td>Is something that is required before advancing to the next training</td>
</tr>
<tr>
<td>Associated Resource</td>
<td>Is a resource, i.e. Document that is associated with the training</td>
</tr>
<tr>
<td>Webinar</td>
<td>A training session conducted over the Internet</td>
</tr>
<tr>
<td>Workshop</td>
<td>Is a type of interactive training where participants carry out several training activities rather than passively listen to a lecture or presentation</td>
</tr>
<tr>
<td>Event</td>
<td>A thing that happens, especially one of importance.</td>
</tr>
<tr>
<td>Content</td>
<td>A body of knowledge and information that students are expected to learn in each subject.</td>
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# REQUIRED TRAINING

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<tr>
<th>Training Category</th>
<th>Target Audience</th>
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<td>Revenue Management Certification (Rates Center)</td>
<td>Hotel Management &amp; Sales</td>
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<tr>
<td>Room Condition Training</td>
<td>Hotel Management &amp; Housekeeping Manager</td>
</tr>
<tr>
<td>Choice ADVANTAGE Training</td>
<td>Hotel Management, Front Office</td>
</tr>
<tr>
<td>Room to Be Green</td>
<td>Hotel Management &amp; All Staff</td>
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<tr>
<td>Choice Privileges Training</td>
<td>Hotel Management &amp; Front Office</td>
</tr>
<tr>
<td>Breakfast Training</td>
<td>Hotel Management &amp; Breakfast Attendant</td>
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<tr>
<td>Comfort Culture Training</td>
<td>Hotel Management &amp; All Staff</td>
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<tr>
<td>Dream Maker Culture Training</td>
<td>Hotel Management &amp; All Staff</td>
</tr>
<tr>
<td>Q Service Training</td>
<td>Hotel Management &amp; All Staff</td>
</tr>
<tr>
<td>Food &amp; Beverage Training</td>
<td>Hotel Management &amp; Food Service</td>
</tr>
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</table>

If you have additional questions, please contact us at:
Training Hotline Phone: 888-550-6345
Email: choiceu@choicehotels.com
Fax: 301-592-5012