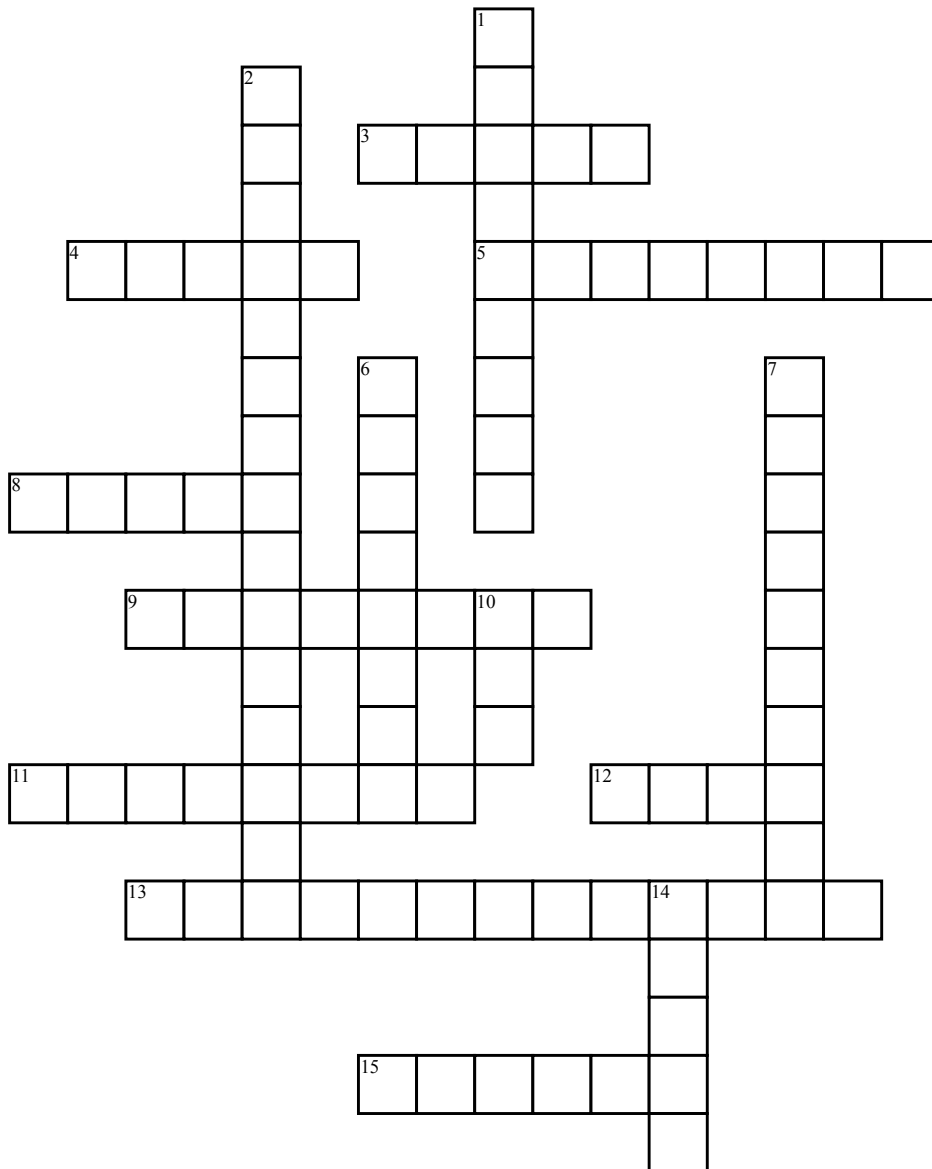


Starwood Preferred Guest



Across

3. Make a _____ Choice -

4. Gold Preferred and Platinum Preferred members earn _____ star points per eligible U.S dollar!

5. Your World Rewards, is a partner program that allows members to earn star points with which airline?

8. How many rooms can a member earn Starpoints on?

9. _____ Preferred Guest is the highest elite tier that can be earned and is designed to reward Starwood's most loyal customers with great in-hotel recognition and benefits

11. A corner room would be an example of an _____ room

12. _____ Preferred Guest is the first elite tier and is designed to reward customers with faster star point earnings as well as greater in-hotel recognition and benefits

13. A _____ room could be provided to compensate for a customer service issue!

15. How many months can an SPG account be inactive for before the member will forfeit his or her points?

Down

1. The _____ guest tier is the entry point where majority of Memberships originate!

2. If a Platinum member achieves a minimum of ten lifetime and status-eligible years and at least 500 nights he or she will earn what status?

6. A Free Night or Cash and Points stay is considered an _____ stay!

7. SPG _____ service is the most individualized benefit available through SPG, offering our most valuable guests and customers a one to one relationship and a single point of contact at Starwood

10. Starpoints are earned in what currency?

14. How many nights stay can MAGC be selected before requiring a service?