

My feedback to your hotel at CHECK-OUT

Instructions to guest:
Fill out at conclusion of your stay and present to hotel – preferably attach the card to the hotel's guest comment card and hand in at the front desk upon check-out.

Guest Name: _____ Dates of stay: _____

Organization (if on business travel): _____

I strongly prefer to give my business to hotels that are environmentally responsible. Accordingly, I made certain requests when I arrived at your hotel to enhance my stay. I'm very interested in communicating my guest experience to assist your hotel in exceeding guest expectations.

Rating: **1** = you exceeded my expectations; **2** = my expectations were met; **3** = my requests were not honored; **N/A** = I did not request

green hotel initiative GUEST REQUEST CARD

RATING	REQUEST
<input type="checkbox"/>	Please do not change the sheets unless otherwise instructed. <i>Comments:</i>
<input type="checkbox"/>	Please only replace towels that are left in the bath-tub. <i>Comments:</i>
<input type="checkbox"/>	Please do not replace consumable amenities daily unless empty. Use of soap and shampoo dispensers would be optimal. <i>Comments:</i>
<input type="checkbox"/>	Please instruct hotel housekeeping staff to shut blinds, turn off lights, and turn down the heat/air conditioning when my room is vacant. <i>Comments:</i>
<input type="checkbox"/>	Please recycle paper, metal, and plastic products I leave in my room for disposal and provide the option to recycle throughout the hotel. <i>Comments:</i>
<input type="checkbox"/>	Please provide information about your hotel's environmental policy/practices prior to my departure, as well as notification if you are an active participant in an environmental partnership or certification program. If no literature is available, please notify me of any current plan that may lead to such policies/practices. <i>Comments:</i>

Information on the reverse about the Green Hotel Initiative and CERES.
For further details on the GHI and this card, visit www.ceres.org

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Guest Name: _____ Dates of stay: _____
Organization (if on business travel): _____

An awareness of, and preference for, environmentally responsible lodging services is rapidly growing among business and leisure travelers, and I personally wish to give my business to hotels that demonstrate an environmental ethic. I would therefore like to make the following requests for my stay—your efforts to honor and fulfill these will greatly enhance my experience at your hotel.

Please honor the following options:

- Please do not change the sheets unless otherwise noted (GUEST, please note frequency if you would like sheets changed: every _____ days).
- Please only replace towels that are left in the bath-tub.
- Please do not replace consumable amenities daily unless empty. Use of soap and shampoo dispensers would be optimal.
- Please instruct hotel housekeeping staff to shut blinds, turn off lights, and turn down the heat/air conditioning in my room.
- Please recycle paper, metal, and plastic products I leave in my room for disposal and provide the option to recycle throughout the hotel.
- Please provide information about your hotel's environmental policy/practices prior to my departure, as well as notification if you are an active participant in an environmental partnership or certification program. If no literature is available, please notify me of any current plan that may lead to such policies/practices.

Instructions to guest:
Please fill out and provide to reservations desk when checking-in.

My requests for your hotel at
CHECK-IN

green hotel initiative

The Guest Request Card has been developed as part of the Green Hotel Initiative (GHI), a multi-stakeholder program committed to increasing environmentally responsible lodging and meeting options by catalyzing market demand. Convened by CERES, an environmental coalition dedicated to advancing corporate responsibility, the project has involved collaboration among business, the hotel industry, non-governmental organizations, academia, government and environmental advocates. The GHI specially thanks Meeting Strategies Worldwide (www.meetingstrategiesworldwide.com) for their leadership role in developing and funding this card.

Rapidly growing among business and leisure travelers is an awareness of, and preference for, environmentally responsible lodging services. To exceed guest expectations, increase loyalty and sales volume, and reduce operating costs, there are measures you can take in the areas of energy efficiency, solid waste minimization, air and water quality, water conservation, and environmental purchasing. For suggestions about how you can have a positive impact on your hotel economically and environmentally, please visit CERES' Green Hotel Initiative at www.ceres.org/ghi/overview.htm.

To exceed guest expectations, increase loyalty and sales volume, **and** reduce operating costs, there are many measures you can take in the areas of energy efficiency, solid waste minimization, air and water quality, water conservation, and environmental purchasing. For suggestions about how you can make a positive impact on your hotel economically and environmentally, please visit CERES' Green Hotel Initiative at www.ceres.org/ghi/overview.htm.

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