

9. Use messaging platforms to invite guests who use Digital Check-in to the Front Desk to receive a cookie.
10. Always provide a guest additional cookies upon request!

For additional guidance, please refer to the latest version of the DoubleTree by Hilton Cookie Standards Manual - Global, located in the Lobby



Cookie CARE Commitments



DOUBLETREE
by Hilton™

1. Prepare the cookie with great CARE and attention to detail—remember, it represents the DoubleTree warm welcome.
2. Place a single cookie in a cookie bag.
3. Cookies are ready at the Front Desk by 9:00 a.m. or earlier and are always soft, warm and ready for each guest
4. Avoid leaving the cookies in the warmer for more than three hours.
5. Present the cookie at the start of the check-in experience and separately from the key packet
6. With a warm smile and eye contact, directly hand the cookie to the guest. Ensure the logo on the cookie bag is facing the guest.
7. Avoid placing the cookie on the desk or sliding it across the desk to the guest. Avoid putting the cookie in any alternate delivery location such as a Hilton Honors water bottle bag.
8. When you present the cookie, use verbiage such as, “I’m pleased to welcome you to DoubleTree with our original freshly baked chocolate chip cookie. We are so glad you are here!” Smile!