

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

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For additional guidance, please refer to the latest version of the DoubleTree by Hilton Cookie Standards Manual – U.S. Only, located in the Lobby

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# Cookie CARE Commitments



DOUBLETREE  
by Hilton™

1. Prepare the original cookie with great CARE and attention to detail – remember, it represents the DoubleTree warm welcome.
2. Place a single original cookie in a cookie bag. Always keep allergy-friendly cookies in their existing packaging.
3. Original cookies are ready at the Front Desk by 9:00 a.m. or earlier and are always soft, warm and ready for each guest. Ensure room-temperature, allergy-friendly cookies are always available at the Front Desk.
4. Avoid leaving the original cookies in the warmer for more than three hours. Remember to never place allergy-friendly cookies in the warmer.
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 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 and offer you either our original freshly baked chocolate chip cookie or our new allergy-friendly cookie. Which one would you prefer?” Smile!