

All about gift vouchers

An intro to SK Chase - your gift partner



Our clients

We work with *luxury hotels and groups* in locations throughout the world, including:

International


ROCCO FORTE
HOTELS

THE
RED CARNATION
HOTEL COLLECTION


SHANGRI-LA
HOTELS and RESORTS


THE ROYAL PORTFOLIO

SOFITEL
LEGEND

VOCO™
AN IHG® HOTEL

Fairmont

RAFFLES

CORDIS
HOTELS & RESORTS

United Kingdom


GLENEAGLES


CORINTHIA
HOTEL
LONDON

Flite
HOTELS

THE LANGHAM
LONDON



EXCLUSIVE
HOTELS and VENUES

ROUX
AT THE
LANDAU

+500 luxury hospitality venues



A complete voucher solution

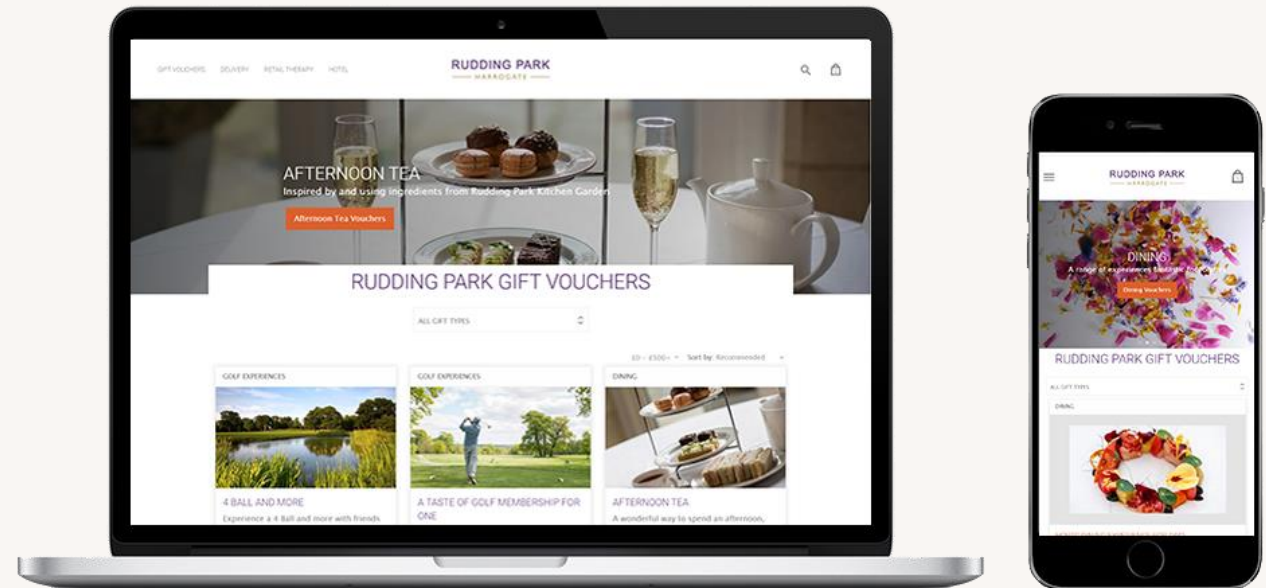
Have more time, more revenue, and complete peace of mind.



Gift shop

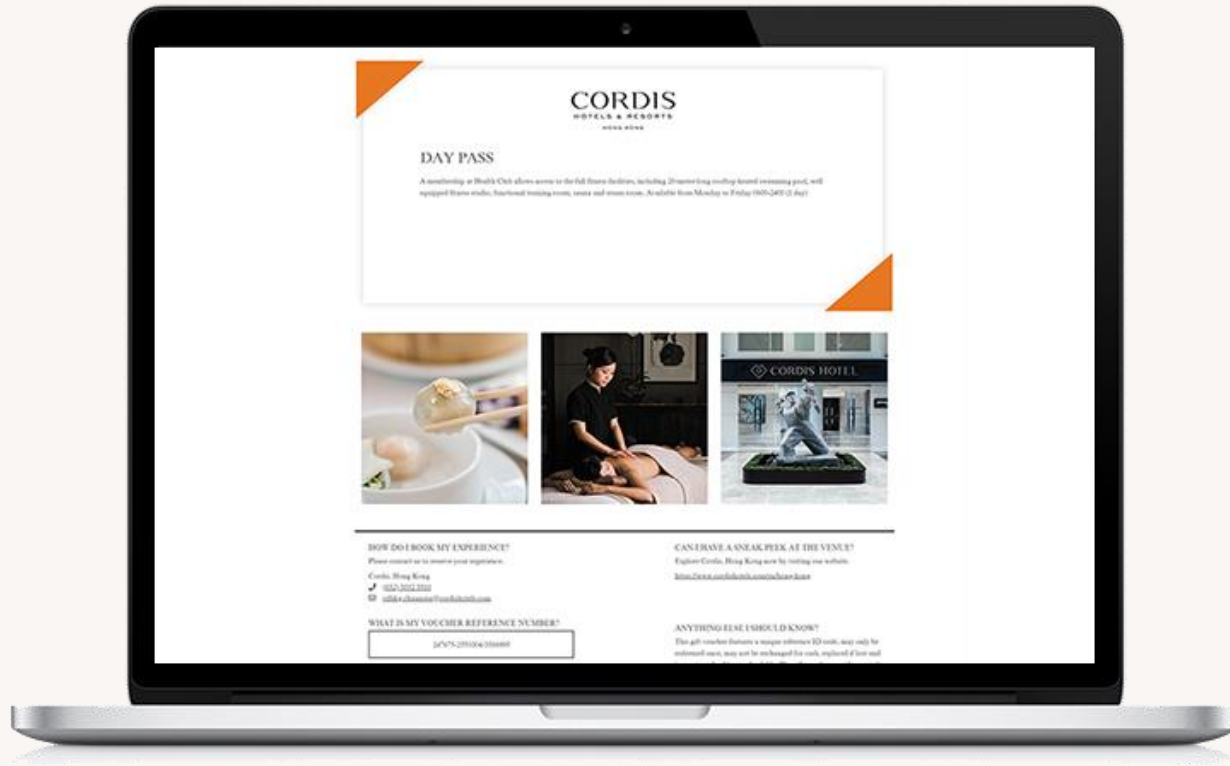
Made for any device, each eCommerce gift voucher 'shop' is built to reflect the hotel or group's identity, delivering a seamless customer experience that drives sales.


- Beautifully designed, uniquely yours
- Display a large variety of vouchers in a clean UI
- Streamlined 3D secure checkout
- Revenue enhancing tools
- Google Analytics integration



Digital gift vouchers

Responsive and adapted design.



 Delivery Methods

Over 50% of gifts are delivered by email



Printed gift vouchers

Seamless fulfilment, attention to detail.



Fulfilment Services

Our UK based fulfilment team can fulfil and dispatch your postal vouchers



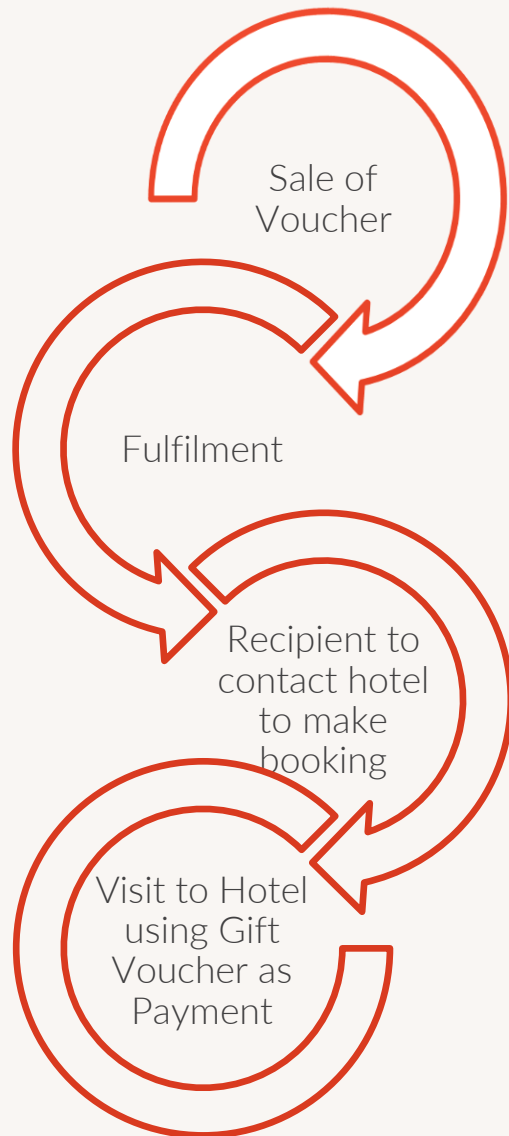
Introduction to SK Chase

In this module we'll cover:

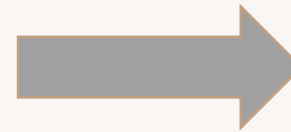
1. Purchasing gifts online
2. Purchasing gifts in house
3. Checking validity – booking gifts
4. Redeeming gifts
5. Frequently asked questions



Voucher status



Purchased



Issued



Booked – check validity



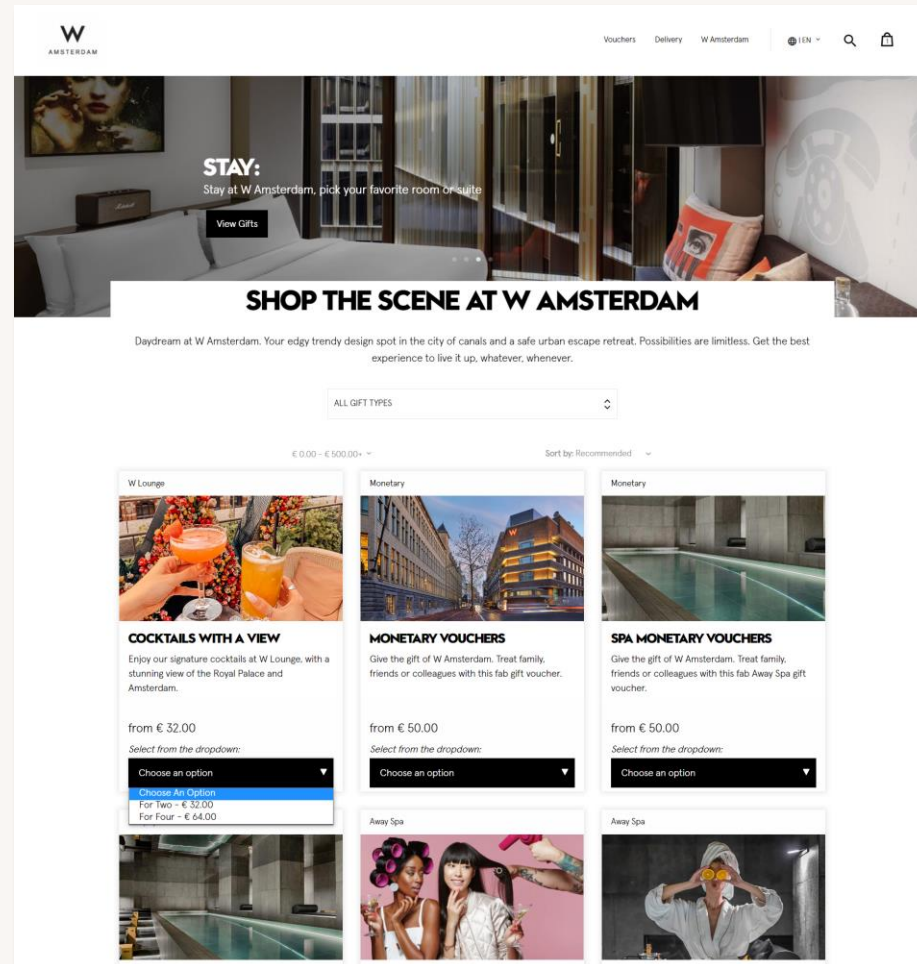
Redeemed



Expired

1. Purchasing gifts online

How a buyer purchases a gift online.



SK Chase may appear on the buyer's bank statement



2. Purchasing gifts in house

How a buyer purchases a gift in-house – either at Reception or over the phone.



In 2022, 87% of sales were purchased online by buyers directly, **13% were processed in-house.**

SK Chase may appear on the buyer's bank statement when card details are entered by a staff member online

▶ Video guides

- [How to purchase a gift for a guest](#)
- [How to print off a gift for a guest](#)

3. Checking validity - booking gifts



We advise gift experiences are always booked in advance with reservations and checked on SK Chase site.

QR codes are a quick and easy way of searching for gifts

SK Chase will notify you of any suspected fraudulent orders

4. Redeeming gifts



▶ Video guides

- [Redeeming Gifts](#)

5. Frequently asked questions

1. How to search for a voucher
2. How to re-send e-voucher
3. How to re-send receipt
4. How to extend a voucher
5. How to perform a refund
6. Checking the delivery status of a gift
7. How to amend a personal message
8. VAT or Tax receipts
9. Can we do a part redemption?
10. What to do if a payment fails



Our **interactive help tool** can give you step by step guides to the most common queries

▶ Video guides

- [FOH Guide](#)

SK Chase support

Short, easy to follow videos helping your team find what they need with ease:

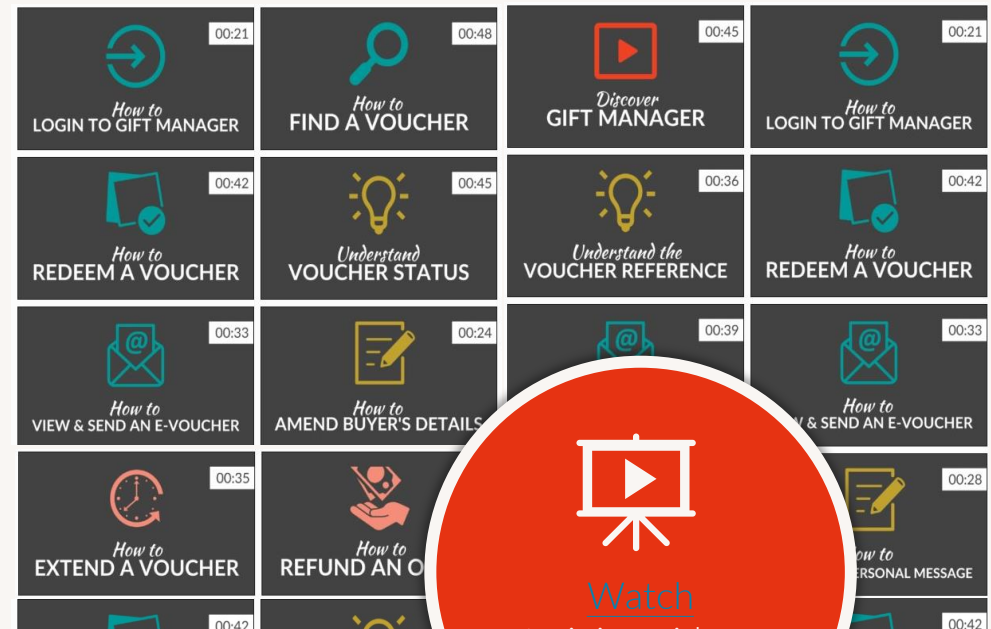
<https://skchase.com/training-video-guides/>



40+

online training videos

for front of house, marketing
and finance teams



Demo site

For inhouse training

URL - hotel.skchase.com

Username - salesteam@skchase.com

Password – SKChasedemo123!





Our friendly team are here to help

UK Office

09.00 – 17.00 hrs (UK Time)

Out of Hours Support – by email

02.00 hrs – 18.00 hrs (UK Time)

E: enquiries@skchase.com

T: + 44 (0)344 371 0071

