

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

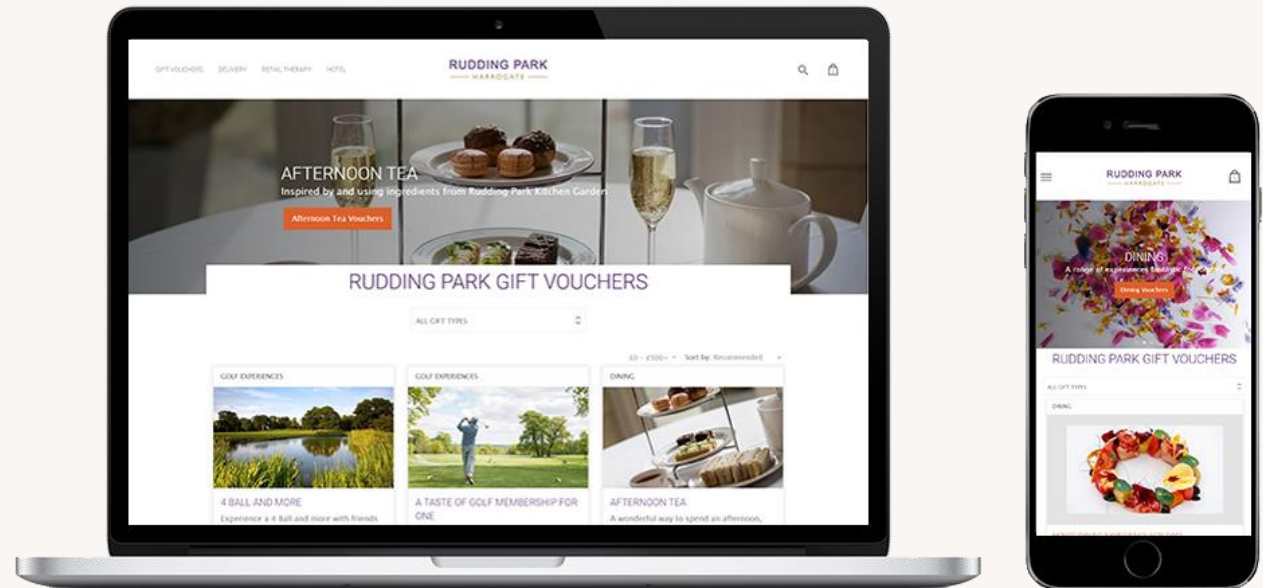
Have more time, more revenue, and complete peace of mind.



Gift shop

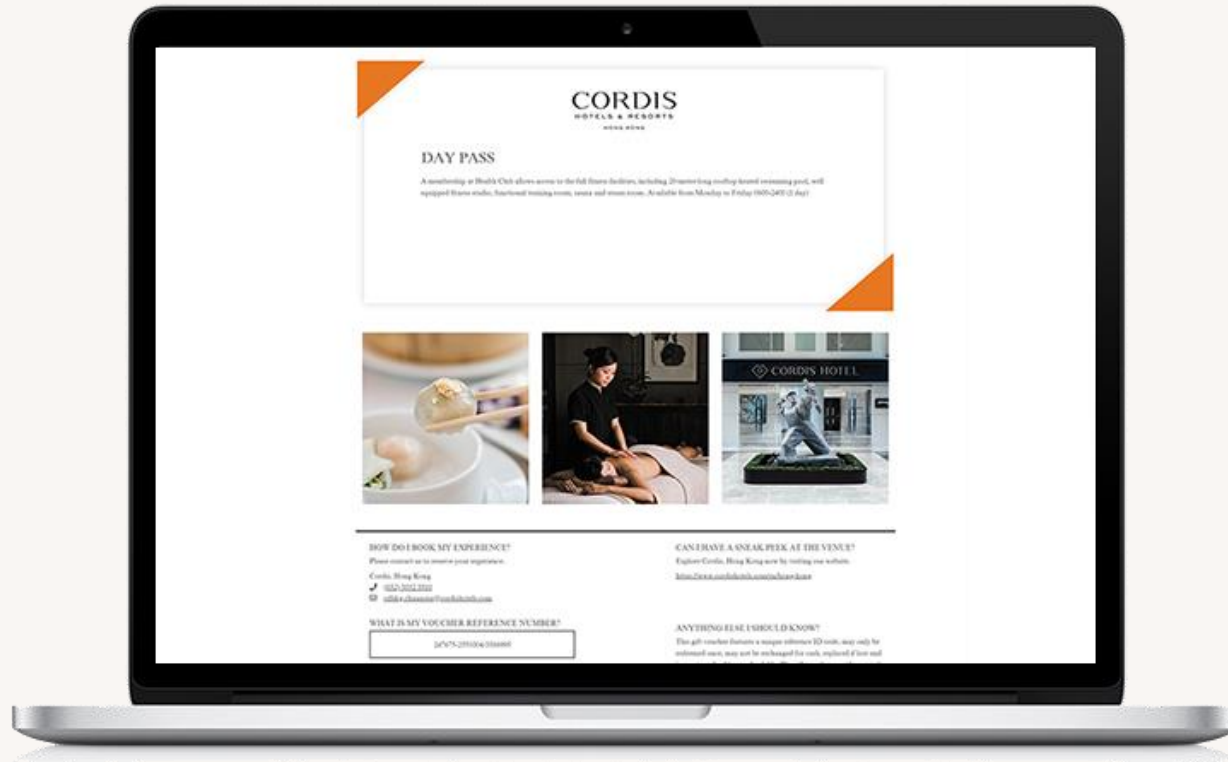
Made for any device, each eCommerce gift voucher 'shop' is built to reflect the hotel or group's identity, delivering a seamless customer experience that drives sales.

- 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.

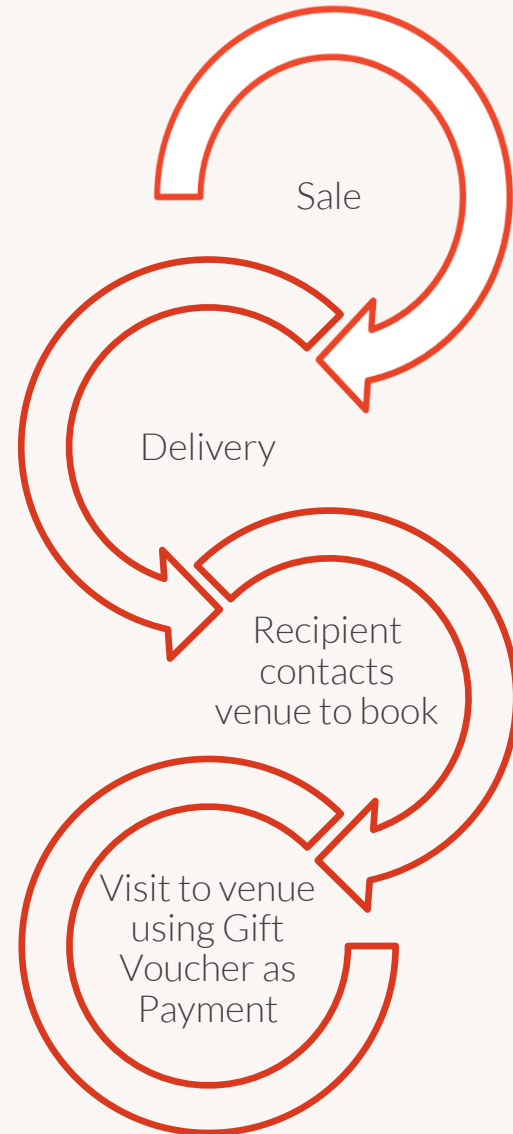


Introduction to SK Chase

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

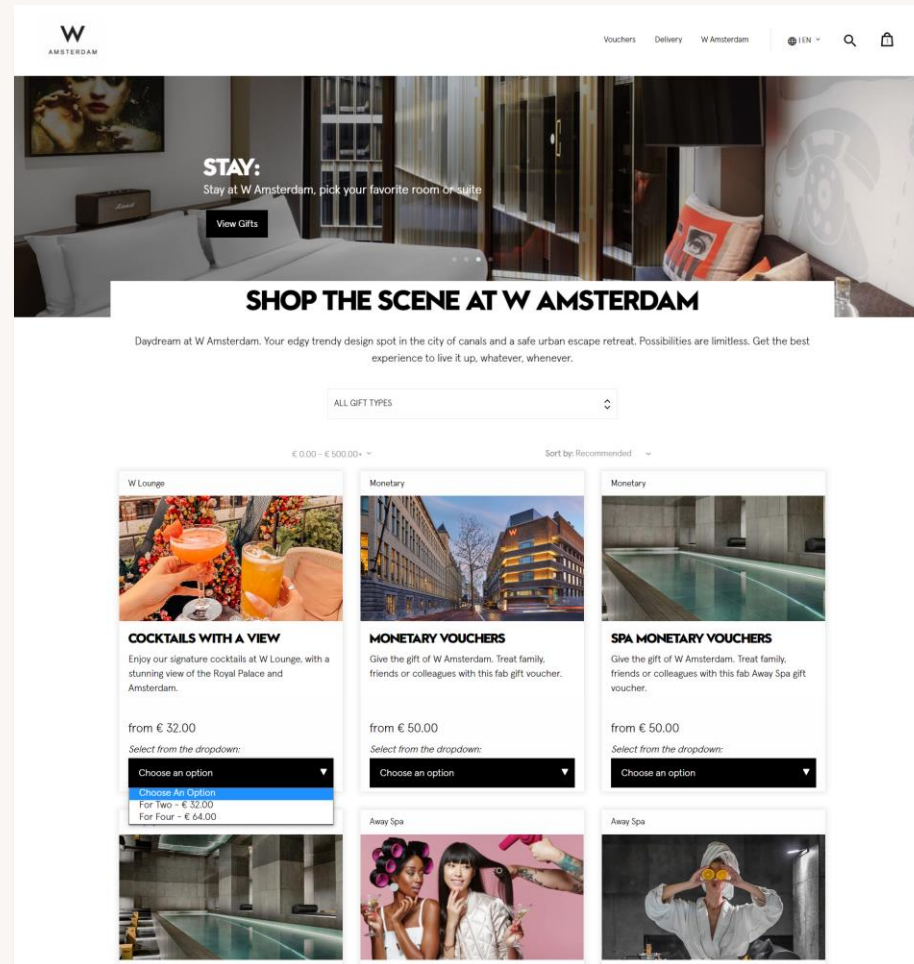
Lifecycle of a gift voucher



Any gifts not redeemed before their 'valid to' date will **expire** in the system

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

▶ Videoguides

- [How to purchase 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



Any gifts not redeemed within their validity dates will **expire**

▶ 'Howto' 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. How to amend a personal message
7. VAT or Tax receipts
8. What to do if a payment fails



▶ 'Howto' guides

- [FOH Guide](#)

SK Chase support

Short, easy to follow 'how to' guides to help your team find what they need with ease:

<https://skchase.com/training-video-guides-p5>



online 'how to' guides

for front of house and
marketing teams





Our friendly team are here to help

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