

# 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.

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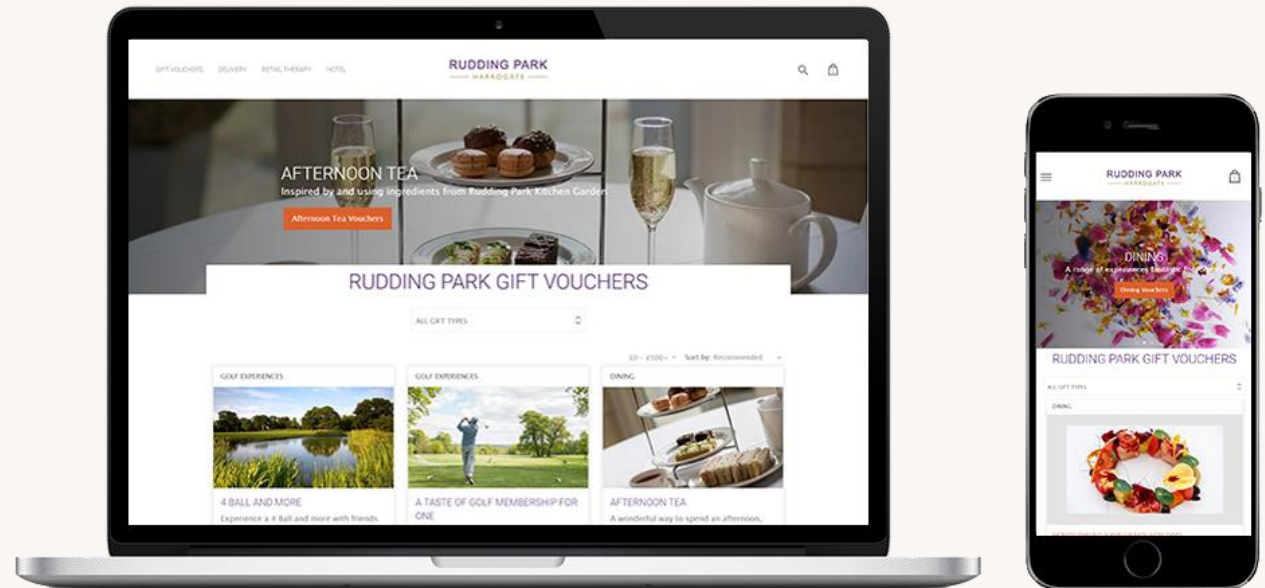


# Gift shop

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.

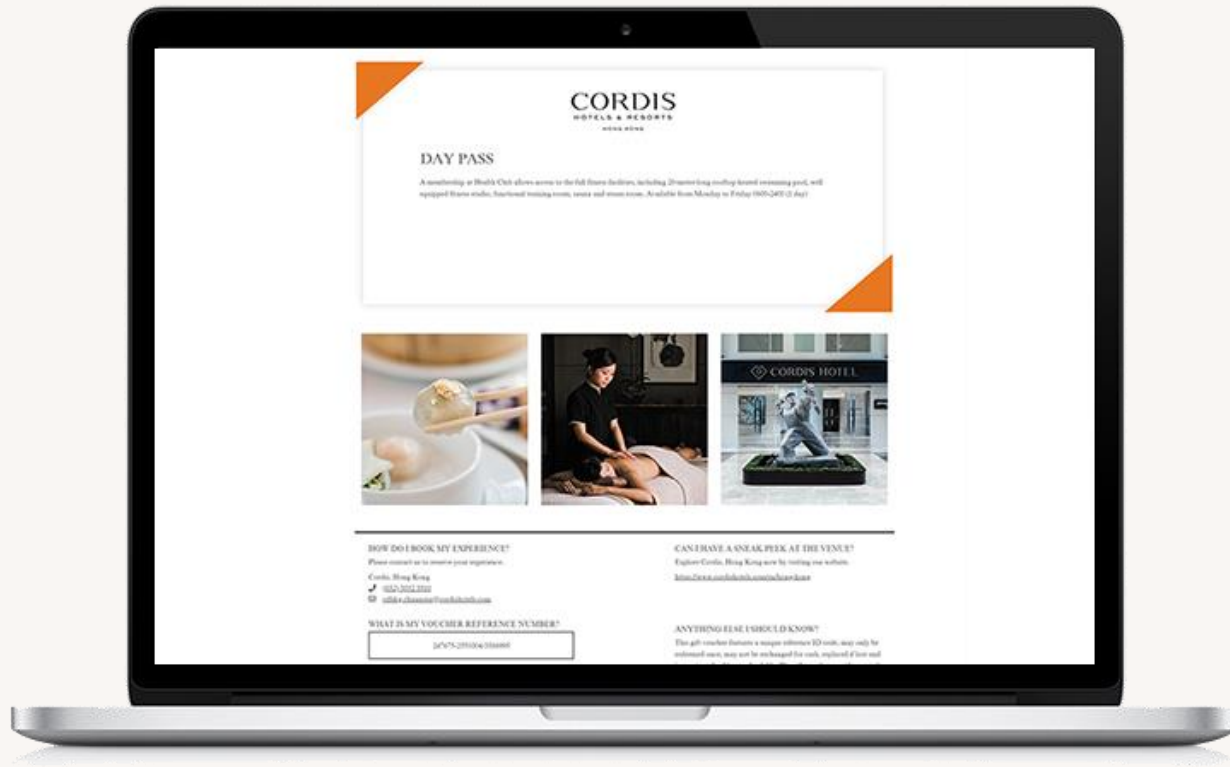
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- Beautifully designed, uniquely yours
- Display a large variety of vouchers in a clean UI
- Streamlined 3D secure checkout
- Revenue enhancing tools
- Google Analytics integration



# 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

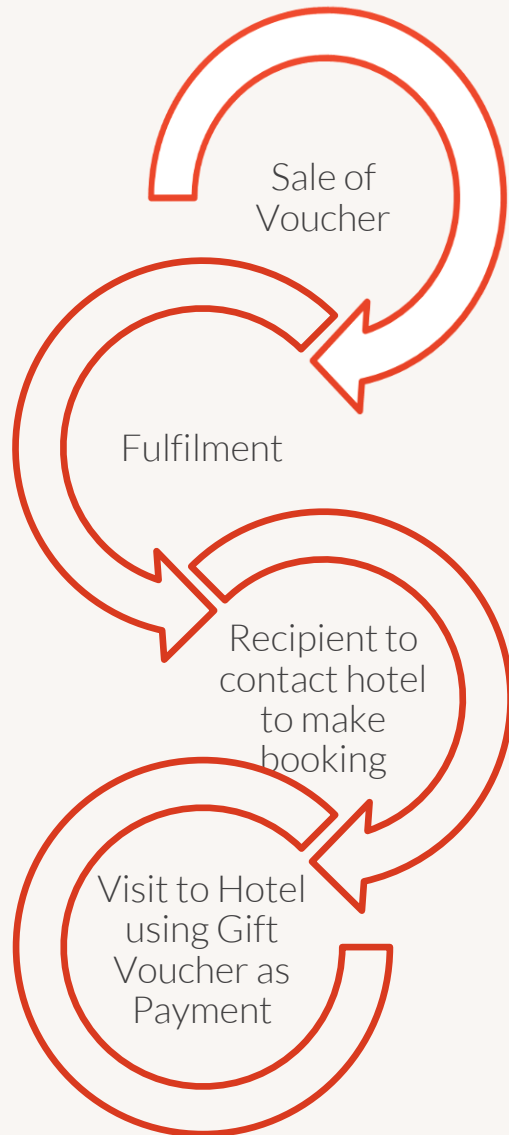
In this module we'll cover:

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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

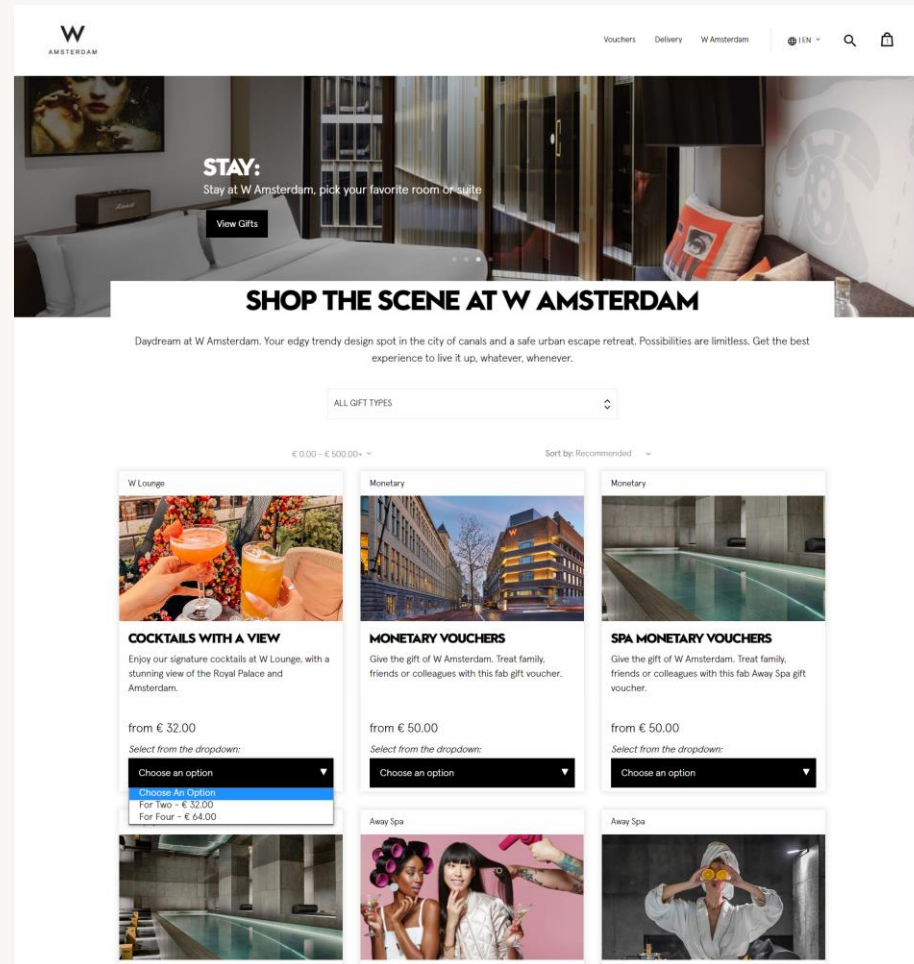


Expired



# 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.



Last year, 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](#)
- [How to print off a gift for a guest](#)

# 3. Checking validity - booking gifts

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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

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▶ Video guides

- [Redeeming Gifts](#)

# 5. Frequently asked questions

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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



▶ 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/>

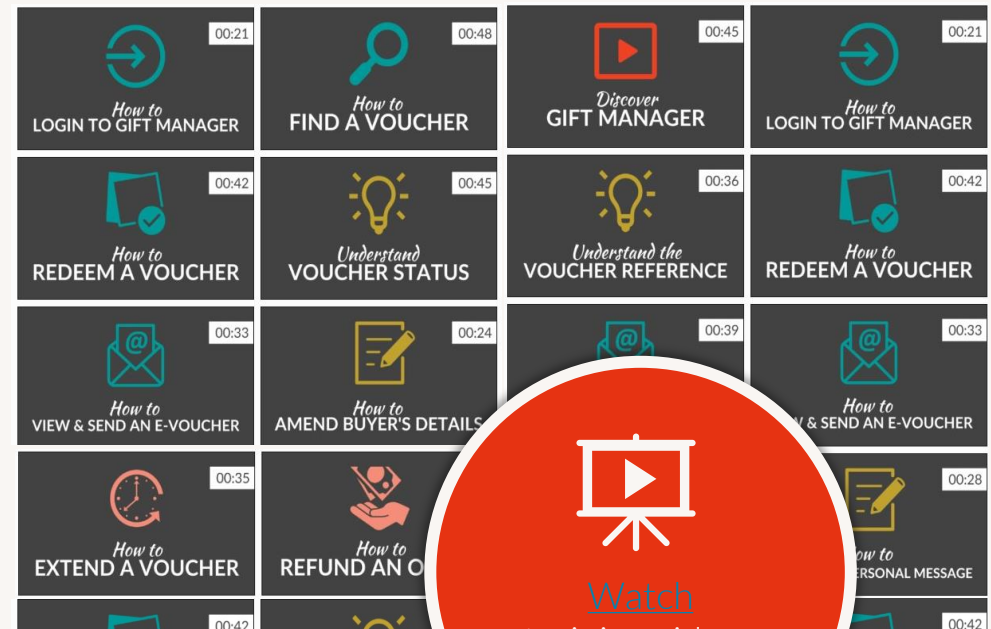
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40+

online training videos

for front of house, marketing  
and finance teams



# Demo site

For inhouse training

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URL - [hotel.skchase.com](https://hotel.skchase.com)

Username - salesteam@skchase.com

Password – SKChasedemo123!





Our friendly team are here to help

E: [enquiries@skchase.com](mailto:enquiries@skchase.com)

T: + 44 (0)344 371 0071

