

SOP: 10% Dining Discount

Front Office – Minor Hotels

Effective Date: **December 1st, 2025**

Applies To: **all hotels, all brands**

1. Purpose

To ensure consistent delivery of **10% discount on F&B benefit to Platinum, Titanium and Red** tier members, on eligible stays. This is a permanent benefit and should be proactively communicated to these members during check, in welcome letters, the web site, app, by email and other company communication channels.

2. Eligibility Criteria

Criteria	Details
Programme	Minor DISCOVERY and GHA DISCOVERY members.
Loyalty Tier	Only Platinum, Titanium and Red members are eligible. Silver, Gold are excluded. Also applies for Minor DISCOVERY subprograms: Minor DISCOVERY Corporate, VIP, Owner, Travel Partner all tiers
Booking Eligibility	Must be booked via eligible channels as per programme T&C (1.11) - https://www.minorhotels.com/en/loyalty/terms-and-conditions
Guest Status	Member must be the main guest and check in. Available exclusively at restaurants operated by Minor Hotels brands, for up to 10 people. Only guests staying overnight. Platinum, Titanium and Red members are entitled to a 10% discount on food and beverage consumption at participating hotel restaurants and bars. Room service included. This benefit applies exclusively to snack, lunch or dinner consumed during an eligible overnight stay. The discount is valid only in restaurants, bars and cafeterias operated and managed directly by Minor Hotels and its associated legal entities and does not apply to outlets operated by third parties or external partners. The offer is non-transferable, non-cumulative with other promotions or discounts, and applies to the member's bill when dining in person and settling the check during their stay.
Additional notes	Dining savings on total dining bill. Benefit cannot be availed outside a hotel stay.

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7^a, 28003, Madrid, Spain



Operational implementation:

1. Pre-Arrival: prepare

Arrival list review: a day in advance, the Front Office or Guest Relations manager should review the next day's arrival list and **highlight any Platinum, Titanium or Red members** arriving.

2. Check-In: verify eligibility and activate benefit

Verify Booking Details: Confirm the reservation details in the TMS, double-check the membership status displayed.

Explain the Benefit to the Guest: After completing registration formalities, along with their other tier benefits, proactively inform the guest about their discount on F&B consumption at participating hotel restaurants and bars, in a gracious, clear manner. Even if it might seem obvious to the guest (premium members may know their benefits), stating it ensures they are aware and feel recognized. For example:

*"As a **Platinum/Titanium/ member who booked through eligible channels**, Mr. Smith, I'm delighted to let you know that **you are entitled to a 10% discount on F&B** at our bar (s) and restaurant(s). You can enjoy it at [Restaurant Name] located in [floor, corridor, area of the hotel] to have a light bite, lunch or dinner."*

Tone: Use positive, appreciative language (e.g. "delighted to offer," "discount for you as our valued member") and avoid phrasing that sounds like it's a concession or hassle. This reinforces that it's a planned privilege of their status.

Conclude Check-in: Remind any other relevant benefits (e.g. upgrade given, late checkout policy, or DISCOVERY Dollar balance).

3. Communication at restaurant/bar:

If the customer wishes to pay directly at the outlet, inform them that to benefit from the discount, they must charge the consumption to their room.

4. Check-Out: apply discount, final verification and farewell

Before charging the guest, review the folio to ensure all charges are correct. Apply a 10% discount on F&B for eligible DISCOVERY members, registering the reason as "DISCOVERY" for traceability. This applies only if the guest qualifies, and the procedure was correctly followed.

Related documents:

- [DISCOVERY Loyalty Procedures](#)
- [DISCOVERY Guest search and sync in TMS](#)
- [DISCOVERY Correctly Identifying Loyalty Members](#)
- [TMS Upselling](#)
- [TMS Upselling management](#)
- [Quick pre check in guide](#)
- [Quick check in guide](#)
- Guidelines on VIP guest types per brand: [Avani](#), [NH Hotels](#), [NH Collection](#), [nhow](#), [Tivoli](#)
- [SOP Free Breakfast Titanium Red Anantara](#)

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