

# Wyndham Rewards Training

Become a Wyndham Rewards pro with the help of these training tools! Discover how the program works, best practices for increasing your enrollments and more.

## To Access these Training Resources:

**FRANCHISE HOTELS** > Click below or visit Wyndham University in [MyPortal](#) and search for "WYNDHAM REWARDS"

**MANAGED HOTELS** > Visit Wyndham University in [SuccessMatters](#) and search for "WYNDHAM REWARDS"

## Self-Paced | Online Learning

### OWNER/GENERAL MANAGER TRAINING

Owners and General Managers can discover how to administer the Wyndham Rewards program, learn more about your hotel's responsibilities, find essential reporting tools, training for your staff and more. Complete this training and earn Wyndham Rewards GOLD level\*.

[LEARN MORE >](#)

### FRONT DESK AGENT TRAINING

Front Desk Agents can learn tips for recognizing your most loyal members, how to enroll guests, and discover additional resources available. Complete this training and earn Wyndham Rewards GOLD level\*.

[LEARN MORE >](#)

### ENROLLMENT BEST PRACTICES TRAINING\*\*

Help maximize your hotel's Wyndham Rewards enrollment potential with these best practices!

[LEARN MORE >](#)

\*Please note, if you already have a Member Level higher than GOLD, you will maintain that level in accordance with the Wyndham Rewards Program Terms and Conditions. Gold Level will be awarded once it is claimed upon completion of the training.

\*\*Training for Franchised Hotels only.

## Videos

### ENROLLMENT PROGRAM TRAINING

In this video, you'll learn about your hotel's Quarterly Valid Enrollment Targets for high and low seasons, understanding when the Loyalty Fee Discount or Loyalty Fee Increase applies, and when you could be charged the Missed Valid Enrollment Fee.

[LEARN MORE >](#)

### REWARDS CIRCLE TRAINING

In this training video, learn the value of member loyalty, an overview of the program benefits and how you can get started. Available for U.S. or Canadian Hotels.

[UNITED STATES >](#)

[CANADA >](#)

### GUIDE TO ENROLLING NEW MEMBERS

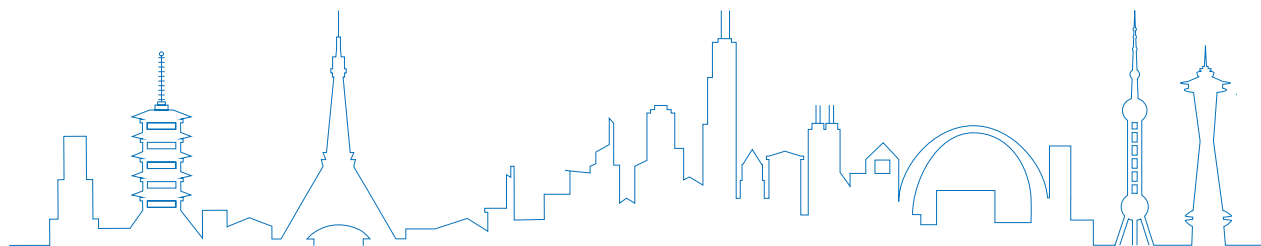
This 4-minute training video presents role-playing scenarios to help your team speak with guests about Wyndham Rewards. We demonstrate different examples that show how you might respond to guest questions and concerns.

[LEARN MORE >](#)

### MEMBER LEVELS TRAINING: RECOGNIZE MEMBERS WITH ON-PROPERTY PERKS

Watch this video to learn about the valuable Wyndham Rewards Member Level Perks that you must offer to recognize members while they are staying at your property. We'll walk through each of our 4 Member Levels and the respective perks for each level. We'll also review how to identify a member's level.

[LEARN MORE >](#)



**WYNDHAM  
REWARDS®**

*You've earned this.®*