

ADMISSIONS

LOST OR FORGOTTEN MEMBERSHIP CARD

If a customer has forgotten their card but is a member you will be able to easily find them on the system and print a new card.

1. Start by opening MAXIM
2. Once you have opened this, ask the customer their FIRST NAME and SURNAME.
 - a. Enter this into the CUSTOMER SEARCH section and ask the customer to confirm their address to ensure it is them.
 - b. If there is more than one person with this name, you should ask the customer to provide their address, then **print the card with the matching address.**
3. If the address they have given you isn't listed, it could be that the customer has moved and not updated their address. You should ask if they have ever stayed at another address, if they have and it is on the system you should print out that card and **then update their address on Maxim.**
4. If you can't find the customer at all, they may have been removed from the system; if a customer has not visited in a (very) long time, our system may have 'tidied up' and removed them. **In this case they will need to rejoin.**
5. If the customer has **forgotten their card**, prompt them to download the Carlton App or alternatively, print them a new card.