

Nestlé Professional Solutions Coffee Program

Frequently Asked Questions (FAQs)

Welcome to the Nestlé Professional Solutions (Nestlé) Coffee Program FAQs. Nestlé helps provide hotel owners access to nationally recognized coffee brands that your guests know and love, including Starbucks®, NESCAFÉ®, and Seattle's Best Coffee®. Nestlé offers consistent, high-quality coffee options at competitive prices while helping you simplify coffee operations in your hotel's public spaces.

The Nestlé Coffee Program is underway and will be rolled out over a 24-month period across 17 Wyndham Hotels & Resorts hotel brands. To support alignment across all hotel brands, compliance deadlines will be detailed in the October 2025 Brand Standards release.

This FAQ is designed to help guide you through each step and answer common questions.

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¹ Repair servicing of the loaned coffee brewing equipment is included in the Nestlé Coffee Program and is subject to the terms of your agreement with Nestlé.

1. Nestlé Coffee Program Overview

1.1 Who is the Wyndham Hotels & Resorts (“Wyndham”) coffee partner for public spaces?

Wyndham has partnered with Nestlé Professional Solutions (Nestlé), to provide the following listed nationally recognized coffee brands for hotel public spaces:

- Starbucks®
- Seattle’s Best Coffee®
- NESCAFÉ®

1.2 Can I choose any coffee brand?

No. Each brand is required to use specific Nestlé coffee offerings. Brand alignments* are listed below:

Wyndham Brand	Nestle Coffee Brand Alignment
AmericInn® by Wyndham	Seattle's Best® Coffee
Baymont® by Wyndham	NESCAFÉ® or Seattle's Best® Coffee
Days Inn® by Wyndham	NESCAFÉ®
Dolce Hotels and Resorts® by Wyndham	Starbucks®
Hawthorn® Extended Stay by Wyndham	Seattle's Best® Coffee
Howard Johnson® by Wyndham	NESCAFÉ®
La Quinta® by Wyndham	Seattle's Best® Coffee
Microtel Inn & Suites by Wyndham®	NESCAFÉ® or Seattle's Best® Coffee
Ramada® by Wyndham	Seattle's Best® Coffee
Super 8® by Wyndham	NESCAFÉ®
Trademark Collection® by Wyndham	Seattle's Best® Coffee
Travelodge® by Wyndham	NESCAFÉ® or Seattle's Best® Coffee
TRYP by Wyndham®	Starbucks®
Wingate by Wyndham®	Seattle's Best® Coffee
Wyndham®	Starbucks®
Wyndham Garden®	Seattle's Best® Coffee
Wyndham Grand®	Starbucks®

**TRYP by Wyndham® and Trademark Collection® by Wyndham should refer to their Brand Standards for full requirements, prior to purchasing products.*

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2. Nestlé Coffee Program Equipment

2.1 Is coffee equipment included in the Nestlé Coffee Program?

Yes. All hotels are eligible for free loaned brewing equipment and repair servicing¹, regardless of coffee order volume. Coffee products must be purchased through a Wyndham-approved distributor: Nestlé, Sysco Corporation, or US Foods, Inc.

- Purchasing Starbucks®, NESCAFÉ® or Seattle's Best Coffee® from retail outlets is not permitted.

2.2 Is equipment service included in the Nestlé Coffee Program?

Repair servicing of the loaned coffee brewing equipment is included in the Nestlé Coffee Program and is subject to the terms of your agreement with Nestlé.

2.3 Who do I contact for equipment issues or questions?

Contact Nestlé Professional Solutions - Customer Service: (800) 344-1575 or

Login and request repair service¹ on the [Nestlé Portal](#) (located under the "Equipment" tab).

2.4 Is there a minimum purchase volume or dollar threshold to qualify for loaned equipment under the Nestlé Coffee Program?

No. There is no minimum purchase requirement per hotel to receive loaned equipment.

However, each hotel must purchase all coffee to be used in the loaned equipment from a Wyndham-approved supplier.

2.5 What complimentary equipment is included in the NESCAFÉ® coffee program?

One (1) NESCAFÉ® soluble coffee dispenser (Nescafé Ready Brew 100 Commercial Coffee Machine). *Additional equipment needs are reviewed case-by-case.*

2.6 What complimentary equipment is included with the Seattle's Best Coffee® and Starbucks® coffee programs?

Equipment packages vary by room count and coffee volume:

Hotels with ≤130 rooms:

- | | |
|---|--------------------------------------|
| - 1 Twin Airpot Brewer | - Coffee roast & hot water decals |
| - 5 x 2.2L Airpots (Seattle's Best Coffee®) | - 1 vertical 4-section cup organizer |
| - 5 x 3L Airpots (Starbucks®) | - 1 three-hole airpot rack |
| | - Airpot wraps and signage |

Hotels with ≥131 rooms:

- | | |
|-----------------------------------|------------------------------------|
| - 1 Dual ICB Brewer | - Back panel signage and holder |
| - 5 x 1.5 gal. shuttles | - Vertical 4-section cup organizer |
| - Coffee roast & hot water decals | - Shuttle wraps |

Additional equipment needs are reviewed case-by-case.

2.7 How can I purchase additional airpots?

Contact Nestlé at phone: (800) 344-1575, or order online on the Nestlé Professional Solutions website ([Nestlé Portal](#)).

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3. Registration Process

3.1 Why is hotel registration required to participate in the Nestlé Coffee Program?

Registering establishes a direct line of communication between your hotel and Nestlé. It ensures Nestlé has a designated point of contact to help support a smooth rollout and ongoing program coordination.

3.2 What information is needed to register?

- Site ID: A separate registration is required for each unique Site ID.
- Contact information: Your hotel's designated point of contact's name, title, phone number and email.

3.3 When should I register?

[Register now](#). A separate registration is required for each unique Site ID.

Register via QR code.



3.4 How do I know my registration was successful?

You'll receive a confirmation email as well as see a "Thank You" confirmation page when the registration is completed.

3.5 I'm not sure if I have already registered?

Contact Nestlé to find out if you have registered. A separate registration is required for each unique Site ID.

Contact Nestlé at phone: (800) 344-1575 or email: wyndhamnestle@us.nestle.com

3.6 I'm in a later rollout phase (e.g. 2026). Should I register now?

Yes. Early registration helps ensure timely communication and preparation.

3.7 What happens after I register?

Your Nestlé sales representative will contact the listed point of contact (provided during registration) as your phase approaches. Pre-Installation activities begin several weeks before your scheduled installation.

3.8 How can I update the point of contact provided during registration?

To update your hotel's point of contact, please reach out directly to Nestlé for assistance.

Contact Nestlé at phone: (800) 344-1575 or email: wyndhamnestle@us.nestle.com

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4. Rollout Timeline

4.1 When is my hotel Brand transitioning to the Nestlé Coffee Program?

Refer to the Rollout Schedule below. This schedule has been developed to help Nestlé manage the deployment of coffee-brewing equipment, coffee products and technician resources.

Rollout Schedule for Nestlé Coffee Program*

24-Month, multi-brand phased rollout schedule July 2025 – 2027 ^{1,2}

Rollout Phase	Hotel Brand	Nestlé Coffee Program	Rollout Phase Begins
Phase 1	Wyndham*	Starbucks*	Spring 2025
	TRYP by Wyndham*	Starbucks* *	
	Dolce Hotels and Resorts* by Wyndham	Starbucks*	
	Wyndham Grand*	Starbucks*	
Phase 2	La Quinta* by Wyndham	Seattle's Best* Coffee	Fall 2025
	Wyndham Garden*	Seattle's Best* Coffee	
	Howard Johnson* by Wyndham	NESCAFÉ*	
Phase 3	Days Inn* by Wyndham	NESCAFÉ*	Fall 2025
Phase 4	Wingate by Wyndham*	Seattle's Best* Coffee	Spring 2026
	Hawthorn* Extended Stay by Wyndham	Seattle's Best* Coffee	
Phase 5	Trademark Collection* by Wyndham	Seattle's Best* Coffee*	Spring 2026
	Super 8* by Wyndham	NESCAFÉ*	
Phase 6	AmericInn* by Wyndham	Seattle's Best* Coffee	Summer 2026
	Ramada* by Wyndham	Seattle's Best* Coffee	
Phase 7	Baymont* by Wyndham	NESCAFÉ* and Seattle's Best* Coffee	Summer 2026
	Microtel Inn & Suites by Wyndham*	NESCAFÉ* and Seattle's Best* Coffee	
	Travelodge* by Wyndham	NESCAFÉ* and Seattle's Best* Coffee	

¹ Refer to your brand's standards for full F&B requirements.

² Schedule may change, and any changes will be communicated accordingly.

5. Pre-Installation and Installation

Once your brand is scheduled to begin its rollout phase a Nestlé sales representative will contact your hotel's designated point of contact (listed during registration). At that time, they will provide guidance through both the pre-installation and installation processes.

5.1 Please ensure timely responses to Nestlé communications to avoid any delays in installation.

5.2 How will equipment be delivered and installed?

Nestlé ships equipment, select display items and coffee ahead of installation date. A technician will install the equipment on the scheduled date. *For a list of the included equipment refer to section 2.*

5.3 How do I purchase coffee for the installation?

Nestlé will work with you to place your initial order, which will arrive prior to installation. After the initial order, each hotel is required to order ongoing coffee needs through Wyndham approved suppliers (*refer to section "10. Contacts & Links"*).

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6. Transition to Nestlé from Current Coffee Supplier

6.1 Can I continue to use Farmer Brothers, Royal Cup Coffee & Tea, and Community Coffee?

Existing hotels can continue to use these suppliers until the Brand Standard compliance date goes into effect for your Brand. Only the applicable Nestlé brand coffee can be used in the Nestlé coffee equipment.

7. Ordering Coffee

7.1 Which Wyndham Hotels and Resorts approved suppliers can I order Starbucks®, Seattle's Best Coffee®, and NESCAFÉ® from?

Order from Nestlé, Sysco Corp., or US Foods (refer to section "10. Contacts & Links").

7.2 Is there a minimum order for free shipping?

Yes. Nestlé, Sysco Corporation, and US Foods, Inc. require a minimum order of \$500 USD to qualify for free shipping within the continental U.S.

8. Additional Questions

8.1 I have a hotel in Canada do I register now?

No. Canadian hotels should **not** register at this time. Additional guidance will be provided in the coming months.

8.2 Will in-room coffee be available through the Nestlé program?

No. In-room coffee is **not** included in the Nestlé Coffee Program, please refer to your brand standards for in-room coffee requirements.

9. Training & Resources

9.1 Where can I find training materials and support?

The Nestlé Professional Solutions website ([Nestlé Portal](#)) offers a wide range of tools and resources, including:

- Marketing materials
- Training videos
- Equipment service protocol
- [Nestlé's Onboarding Training Guide 2024](#)
- [Seattle's Best Coffee® Brewing Training](#)

Note: You must have a Nestlé customer account number to access the [Nestlé Portal](#) (Nestlé Professional Solutions customer website). If this is your first visit to the Nestlé Portal site and you have not yet created a customer portal profile, please [create your profile](#) before signing in.

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10. Contacts & Links

Nestlé Professional Solutions

Customer Service:

Email: wyndhamnestle@us.nestle.com

Phone: (800) 344-1575

- To **register** your hotel click [here](#) *(For FAQs related to the registration process refer to section “3. Registration Process”)*
- To **create a customer account** (customer portal profile) on the Nestlé Portal click [here](#)
- To **sign in to order product** on the Nestlé Portal site using your customer account click [Sign In | Nestlé Coffee Partners](#)
 - Additional information that may be accessed via the Nestle Portal (Seattle’s Best Coffee - Brewed Coffee Training guide)

Sysco Corporation

Contact: Terence May

Phone: (571) 919-0745

Email: terence.may@sysco.com

URL: sysco.com

US Foods

Contact: Nick Anderson

Phone: (317) 774-4276

Email: nicholas.anderson@usfoods.com

URL: usfoods.com

Wyndham Sourcing

Email: strategic.sourcing@wyndham.com

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