

Date _____

Time _____

Location _____

Central Reservations		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Initial greeting is clear and audible		2			
2	Acknowledgment comment before transfer of phone		2			
3	Telephone extension answered before the fourth ring		2			
4	Reservationist is able to answer questions about hotel's location and facilities		10			
5	After booking date is given, reservationist automatically offers a range of rates and types		10			
6	Polite phrase of thanks and/or expectation by reservationist		3			
7	Reservation details are repeated		3			
8	Confirmation number or staff name automatically provided		3			
9	Information given is accurate		3			
10	Requests are handled without excessive delays or interruptions		5			
11	Reservationist is positive and enthusiastic		3			
12	Staff uses guest surname, when available		5			
13	Staff speaks clearly		3			
14	No significant background noise		2			
15	Not placed on hold more than 15 seconds		4			
16	Staff specifically thanks guest		4			
17						
18						
TOTAL Points reached in this Area:		0	64	0	0	Minimum to be reached: 80%
Performance in % in this Area		100%		#DIV/0!	#DIV/0!	