

Date _____
 Time _____
 Location _____

Hotel Direct Reservations		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
1	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			

TOTAL Points reached in this Area:	0	64	0	0	Minimum to be reached:
Performance in % in this Area	100%		#DIV/0!	#DIV/0!	80%

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Hotel Direct Reservations	Points		STANDARD MET		Comments/ Follow-up Action
	Max	Actual	Y	N	
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Reservations - Procedures	Points		STANDARD MET		Comments/ Follow-up Action
	Max	Actual	Y	N	
Criteria					
1 Are there adequate phone lines and staffing for incoming reservations?	1				
2 Is a room/rate availability board in the front office maintained and updated regularly?	1				
3 Is reservation correspondence filed by date and alphabetical order on a daily basis?	1				
4 Are rate cards, forms, and convection and house brochures available for guest Correspondence?	1				
5 Are cancellation numbers provided for reservation cancellations?	1				
6 Is there a VIP list?	1				
7 Are there documented comp procedures for VIPs?	1				
8 Are VIPs and special requests blocked at time of reservation?	1				
9 Are same-day cancellations communicated between reservations and the front desk?	1				
10 Is there after-hours reservation coverage?	1				
11 If two reservation systems are used, are they compared for accuracy (e.g., internal	1				
12 Reservations system and central reservations system)?	1				
13 Are confirmations sent on a timely basis and with a quality appearance?	1				
14 Are undeliverable confirmations noted on the reservation for address accuracy?	1				

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Hotel Direct Reservations		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
15	Criteria					
15	Are wait lists reviewed prior to opening up selling?	1				
16	For a manual reservation system: Is each reservation request recorded in a record of advance reservations, Sometimes known as a tally book?	1				
17	Are cancellations or revisions subtracted and/or added to ensure that the tally Book is always accurate?	1				
18	If reservation cards are used, are they filed by date of arrival and alphabetically?	1				
19	Do reservationists explain the types of reservations to potential guests: Guarantees?	1				
	Advance deposit?	1				
	Unsecured?	1				
20	Group Rooms Control Is there a review of group rooming list due dates?	1				
21	Is there a review incoming group pickup?	1				
22	Is there a review of group tentative room blocks beyond option dates?	1				
23	Are there long-range forecasts?	1				

TOTAL Points reached in this Area:	25	0	0	0	Minimum to be reached:
Performance in % in this Area	100%		0.0%	0.0%	80%