

Date _____
 Time _____
 Location _____

Problem Resolution		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Initial greeting is clear and audible					
2	Guest name mentioned during initial telephone greeting, or immediately thereafter					
3	Staff uses guest surname, when available					
4	Telephone conversation is closed with pleasant final remark by staff					
5	Not placed on hold more than 15 seconds					
6	No significant background noise					
7	Request handled by first staff contacted - not transferred					
8	Requests are handled without excessive delays or interruptions					
9	Staff speaks clearly					
10	Staff makes a good effort to respond fully to the request					
11	Staff conveys an attitude of interest					
12	Staff seemed efficient and knowledgeable					
13	Managers are involved in each complaint to ensure satisfaction and completion					
14	Information is efficiently taken regarding details of event - no need to repeat					
15	Apology made for inconvenience 10 Yes					
16	Did any staff make follow up call to insure that problem was resolved					

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