

Date \_\_\_\_\_  
 Time \_\_\_\_\_  
 Location \_\_\_\_\_

Message - Voice Mail		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
1	Criteria					
1	Initial greeting is clear and audible					
2	Staff speaks clearly					
3	Operator verifies name of guest when caller requests room number only					
4	Acknowledgment comment before transfer of phone					
5	Room number or name verbally confirmed					
6	Unanswered extensions are returned before seven rings or 30 seconds					
7	Not placed on hold more than 15 seconds					
8	If voice mail available, caller offered option before connecting to voice mail OR					
9	Message light illuminated within 5 minutes					
10	Time of message and name of caller automatically available (if voice mail, time)					
11	Record of messages kept until check-out					
12	Instructions for voice mail system are clear and convenient (audio or printed)					
13	Voice mail audio quality is excellent					
14	Voice mail system is easy and effective for callers					
15	Voice mail system is easy and effective for recipient					

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