

Date _____
 Time _____
 Location _____

Wake-Up Call		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
1	Criteria					
1	Initial greeting is clear and audible					
2	Guest name mentioned during initial telephone greeting, or immediately thereafter					
3	Staff speaks clearly					
4	Staff uses guest surname, when available					
5	Time repeated					
6	Telephone conversation is closed with pleasant final remark by staff					
7	Not placed on hold more than 15 seconds					
8	No significant background noise					
9	Morning call received within 2 minutes of requested time					
10	Morning call received within 20 minutes of requested time					
11	Time of day is announced					

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%