

Date \_\_\_\_\_

Time \_\_\_\_\_

Location \_\_\_\_\_

Wake-Up Call		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	<b>Criteria</b>					
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					

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