



90% and Over Agent Shop Score Report Q1

Reservation Agent Detail through March, 2018

All Hotels	Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4250 Holiday Inn Express Independ Jeremy	2/27/2018	100%	67%	114%	100%	82%	83%	97%
4250 Holiday Inn Express Independ Kia	1/14/2018	100%	33%	114%		89%	100%	97%
4251 Hampton Inn Lake Havasu Carol	3/20/2018	100%	33%	114%		82%	83%	94%
4251 Hampton Inn Lake Havasu Joanie	1/14/2018	100%	100%	107%		91%	100%	100%
4251 Hampton Inn Lake Havasu Joanie	3/15/2018	100%	100%	100%	100%	91%	100%	97%
4251 Hampton Inn Lake Havasu Lexi	1/27/2018	100%	133%	114%	0%	91%	100%	97%
4251 Hampton Inn Lake Havasu Lexi	2/4/2018	100%	100%	114%		91%	100%	103%
4251 Hampton Inn Lake Havasu Lexi	3/17/2018	100%	133%	114%	100%	73%	100%	100%
4251 Hampton Inn Lake Havasu Prisma	2/3/2018	86%	133%	114%	100%	91%	67%	103%
4251 Hampton Inn Lake Havasu Tracy	1/11/2018	86%	100%	114%	100%	91%	100%	100%
4251 Hampton Inn Lake Havasu Tracy	2/19/2018	100%	33%	114%		91%	83%	97%
4251 Hampton Inn Lake Havasu Tracy	3/19/2018	100%	67%	100%		91%	100%	94%
4252 AmericInn Ashland Anita	2/7/2018	100%	133%	114%	100%	82%	100%	103%
4252 AmericInn Ashland Anita	3/21/2018	100%	33%	114%		100%	100%	100%
4252 AmericInn Ashland Cathy	2/7/2018	100%	100%	107%	100%	91%	83%	100%
4252 AmericInn Ashland Gwen	1/17/2018	100%	100%	114%		91%	83%	103%
4252 AmericInn Ashland Gwen	2/4/2018	100%	100%	114%	0%	91%	100%	94%
4252 AmericInn Ashland Jeff	1/12/2018	100%	133%	114%		91%	100%	106%
4252 AmericInn Ashland Jeff	2/4/2018	100%	100%	114%		91%	83%	103%
4252 AmericInn Ashland Jeff	3/18/2018	100%	100%	117%		91%	83%	103%
4252 AmericInn Ashland Venise	3/11/2018	100%	100%	83%		91%	100%	90%
4253 Edgewater Hotel & Waterpark Abdullahi	2/18/2018	100%	67%	100%		91%	50%	94%
4253 Edgewater Hotel & Waterpark Abdullahi	3/28/2018	100%	67%	114%	100%	73%	100%	94%
4253 Edgewater Hotel & Waterpark Abigail	1/20/2018	100%	67%	114%	0%	91%	83%	92%
4253 Edgewater Hotel & Waterpark Allison	2/24/2018	100%	67%	114%	100%	91%	100%	100%
4253 Edgewater Hotel & Waterpark Allison	3/8/2018	100%	33%	114%	100%	91%	67%	97%



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4253	Edgewater Hotel & Waterpark Casey	1/14/2018	100%	100%	114%		100%	83%	106%	
4253	Edgewater Hotel & Waterpark Casey	2/25/2018	100%	100%	107%		73%	50%	94%	
4253	Edgewater Hotel & Waterpark Christopher	2/27/2018	100%	67%	114%		91%	50%	100%	
4253	Edgewater Hotel & Waterpark Colin	1/13/2018	100%	100%	114%	100%	100%	50%	106%	
4253	Edgewater Hotel & Waterpark Colin	2/24/2018	100%	100%	114%		91%	50%	103%	
4253	Edgewater Hotel & Waterpark Colin	3/27/2018	100%	67%	114%	100%	91%	50%	100%	
4253	Edgewater Hotel & Waterpark Courtney	1/24/2018	100%	100%	114%		100%	50%	106%	
4253	Edgewater Hotel & Waterpark Courtney	2/12/2018	100%	100%	114%	100%	73%	50%	97%	
4253	Edgewater Hotel & Waterpark Kelli	1/18/2018	86%	67%	100%	100%	91%	83%	92%	
4253	Edgewater Hotel & Waterpark Kelli	2/25/2018	100%	100%	100%		91%	50%	97%	
4253	Edgewater Hotel & Waterpark Kelli	3/29/2018	100%	100%	114%	100%	91%	83%	103%	
4253	Edgewater Hotel & Waterpark Linnea	1/20/2018	100%	100%	114%	100%	91%	100%	103%	
4253	Edgewater Hotel & Waterpark Linnea	2/10/2018	100%	133%	114%	100%	100%	83%	108%	
4253	Edgewater Hotel & Waterpark Linnea	3/27/2018	100%	133%	114%	100%	100%	50%	108%	
4253	Edgewater Hotel & Waterpark Maddie	1/14/2018	100%	67%	107%	100%	91%	67%	97%	
4253	Edgewater Hotel & Waterpark Maddie	2/25/2018	100%	100%	114%	100%	91%	100%	103%	
4253	Edgewater Hotel & Waterpark Maddie M	3/6/2018	100%	67%	114%	100%	91%	100%	100%	
4253	Edgewater Hotel & Waterpark Noah	1/22/2018	100%	67%	114%	100%	91%	67%	100%	
4253	Edgewater Hotel & Waterpark Noah	2/11/2018	100%	67%	107%	100%	73%	83%	92%	
4253	Edgewater Hotel & Waterpark Noah	3/16/2018	100%	67%	114%	100%	73%	100%	94%	
4254	Days Inn Duluth	Cindy	1/21/2018	100%	100%	114%		82%	100%	100%
4254	Days Inn Duluth	Cindy	3/7/2018	100%	133%	86%		82%	100%	91%
4254	Days Inn Duluth	Doug	1/11/2018	100%	100%	117%		100%	100%	106%
4254	Days Inn Duluth	Doug	2/22/2018	100%	67%	114%	100%	100%	100%	103%
4254	Days Inn Duluth	Doug	3/6/2018	100%	100%	100%	100%	91%	83%	97%
4254	Days Inn Duluth	Haley	1/12/2018	100%	133%	93%		100%	100%	100%



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4254	Days Inn Duluth	Haley	3/15/2018	100%	33%	100%	100%	91%	100%	92%
4254	Days Inn Duluth	Jaycob	1/10/2018	100%	100%	100%		100%	100%	100%
4254	Days Inn Duluth	Jaycob	2/10/2018	100%	100%	114%	100%	100%	100%	106%
4254	Days Inn Duluth	Jaycob	3/10/2018	100%	100%	86%	100%	100%	100%	94%
4254	Days Inn Duluth	Kelly	1/10/2018	100%	100%	114%		91%	100%	103%
4254	Days Inn Duluth	Kelly	2/6/2018	100%	100%	100%		100%	67%	100%
4254	Days Inn Duluth	Kelly	3/7/2018	100%	33%	100%		100%	100%	94%
4254	Days Inn Duluth	Stephen	2/8/2018	100%	67%	86%	100%	100%	100%	92%
4254	Days Inn Duluth	Stephen	3/9/2018	100%	0%	114%		82%	100%	91%
4255	Downtown Duluth Inn	Dewaine	1/12/2018	40%	33%	114%	100%	100%	83%	92%
4255	Downtown Duluth Inn	Dewaine	2/21/2018	40%	33%	114%		100%	83%	91%
4255	Downtown Duluth Inn	Dewaine	3/7/2018	100%	33%	114%		100%	100%	100%
4255	Downtown Duluth Inn	Jennifer	1/12/2018	100%	67%	107%	100%	82%	100%	94%
4256	Best Western Bridgeview	Addie	3/24/2018	100%	100%	114%	100%	82%	100%	100%
4257	Comfort Suites Independence	Jamie	1/10/2018	100%	100%	114%		82%	100%	100%
4257	Comfort Suites Independence	Jamie	3/7/2018	100%	133%	114%		91%	83%	106%
4257	Comfort Suites Independence	Leona	1/22/2018	100%	100%	114%		91%	100%	103%
4257	Comfort Suites Independence	Leona	3/6/2018	60%	67%	114%		91%	50%	94%
4257	Comfort Suites Independence	Matthew	1/14/2018	86%	133%	114%		100%	100%	106%
4257	Comfort Suites Independence	Matthew	2/26/2018	100%	133%	114%		91%	100%	106%
4258	Days Inn Altus	Beau	2/9/2018	100%	100%	100%		82%	100%	94%
4258	Days Inn Altus	Erika	3/7/2018	100%	133%	114%		91%	100%	106%
4258	Days Inn Altus	John	1/25/2018	100%	100%	100%		91%	100%	97%
4258	Days Inn Altus	John	2/20/2018	100%	133%	100%		82%	100%	97%
4258	Days Inn Altus	John	3/6/2018	100%	133%	100%		100%	83%	103%
4258	Days Inn Altus	Melissa	1/14/2018	100%	133%	100%		91%	83%	100%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4258	Days Inn Altus	Melissa	2/11/2018	100%	67%	100%		100%	100%	97%
4258	Days Inn Altus	Melissa	3/6/2018	100%	133%	114%		91%	100%	106%
4258	Days Inn Altus	Robin	1/19/2018	100%	100%	100%	100%	82%	83%	94%
4259	Days Inn & Suites Scottsdale	Marcia	1/20/2018	86%	100%	114%		91%	100%	100%
4259	Days Inn & Suites Scottsdale	Marcia	3/12/2018	100%	133%	114%		82%	83%	103%
4259	Days Inn & Suites Scottsdale	Trisha	1/21/2018	71%	67%	106%		91%	100%	92%
4260	Hampton Inn & Suites Altus	Cody	3/5/2018	100%	100%	114%	100%	91%	83%	103%
4260	Hampton Inn & Suites Altus	Kim	1/20/2018	100%	67%	114%	100%	91%	100%	100%
4260	Hampton Inn & Suites Altus	Kim	3/4/2018	100%	67%	114%	100%	91%	100%	100%
4260	Hampton Inn & Suites Altus	Tammy	1/15/2018	100%	133%	114%	100%	91%	83%	106%
4260	Hampton Inn & Suites Altus	Tammy	2/10/2018	100%	133%	114%		100%	100%	109%
4260	Hampton Inn & Suites Altus	Tammy	3/8/2018	100%	133%	79%		100%	67%	94%
4262	Residence Inn Sebring	Adam	1/14/2018	86%	100%	114%		78%	100%	97%
4262	Residence Inn Sebring	Adam	3/10/2018	86%	133%	114%		82%	100%	100%
4262	Residence Inn Sebring	Brittany	1/16/2018	86%	133%	114%	0%	100%	100%	97%
4262	Residence Inn Sebring	Brittany	2/12/2018	86%	100%	100%		100%	100%	97%
4262	Residence Inn Sebring	Brittany	3/18/2018	100%	133%	114%	100%	82%	100%	103%
4262	Residence Inn Sebring	Kacey	1/25/2018	86%	100%	117%		100%	100%	103%
4262	Residence Inn Sebring	Kacey	2/16/2018	100%	133%	114%		100%	100%	109%
4262	Residence Inn Sebring	Kacey	3/29/2018	100%	133%	79%		100%	100%	94%
4262	Residence Inn Sebring	Randy	2/18/2018	100%	100%	114%		91%	100%	103%
4262	Residence Inn Sebring	Victoria	1/14/2018	100%	67%	113%		89%	100%	100%
4263	Holiday Inn Express Scottsdal	Amanda	2/7/2018	86%	133%	107%	100%	91%	100%	100%
4263	Holiday Inn Express Scottsdal	Amanda	3/9/2018	100%	100%	114%		100%	83%	106%
4263	Holiday Inn Express Scottsdal	Sheila	3/19/2018	71%	133%	114%		82%	83%	97%
4264	Inn on Lake Superior	Anthony	2/16/2018	71%	100%	114%	0%	100%	100%	92%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4264	Inn on Lake Superior	Anthony	3/3/2018	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Austin M	1/18/2018	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Austin M	2/18/2018	100%	100%	113%		82%	100%	100%
4264	Inn on Lake Superior	Austin M	3/6/2018	100%	100%	107%	100%	91%	100%	100%
4264	Inn on Lake Superior	Carolyn	1/16/2018	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Carolyn	3/13/2018	100%	133%	114%	100%	100%	83%	108%
4264	Inn on Lake Superior	Christopher	1/21/2018	100%	100%	114%		91%	83%	103%
4264	Inn on Lake Superior	Joe	1/21/2018	100%	100%	100%	100%	91%	100%	98%
4264	Inn on Lake Superior	Joe	2/23/2018	100%	67%	114%		91%	100%	100%
4264	Inn on Lake Superior	Joe	3/7/2018	100%	100%	114%		91%	100%	103%
4264	Inn on Lake Superior	Jon	1/26/2018	100%	133%	114%	100%	91%	83%	106%
4264	Inn on Lake Superior	Kaylie	1/22/2018	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Kaylie	2/16/2018	100%	133%	114%	100%	91%	100%	106%
4264	Inn on Lake Superior	Luke	1/11/2018	60%	67%	114%	100%	91%	50%	94%
4264	Inn on Lake Superior	Luke	2/13/2018	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Luke	3/2/2018	60%	67%	114%		91%	100%	94%
4264	Inn on Lake Superior	Matt	1/25/2018	100%	100%	114%	100%	91%	100%	103%
4264	Inn on Lake Superior	Matt	3/2/2018	100%	100%	114%	100%	82%	100%	100%
4264	Inn on Lake Superior	McKenzie	1/25/2018	86%	100%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	McKenzie	2/25/2018	100%	67%	114%		100%	100%	103%
4264	Inn on Lake Superior	McKenzie	3/4/2018	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Mitch	1/16/2018	100%	100%	114%	100%	82%	100%	100%
4264	Inn on Lake Superior	Mitch	2/14/2018	100%	133%	114%		82%	100%	103%
4264	Inn on Lake Superior	Mitch	3/21/2018	100%	100%	114%	100%	91%	100%	103%
4264	Inn on Lake Superior	Travis	1/24/2018	100%	33%	107%	100%	100%	100%	97%
4264	Inn on Lake Superior	Travis	2/20/2018	100%	67%	114%	100%	100%	67%	103%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4264	Inn on Lake Superior	Victorian	1/17/2018	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Victorian	2/18/2018	100%	67%	100%	100%	82%	83%	92%
4265	Hampton Inn Tucson	Earline	1/17/2018	86%	67%	114%	100%	91%	83%	97%
4265	Hampton Inn Tucson	Earline	2/7/2018	100%	67%	107%	100%	91%	100%	97%
4265	Hampton Inn Tucson	Earline	3/12/2018	100%	133%	114%		91%	100%	106%
4265	Hampton Inn Tucson	Jessica	2/11/2018	86%	33%	114%	100%	91%	100%	95%
4265	Hampton Inn Tucson	Justin	2/21/2018	100%	67%	100%		100%	100%	97%
4265	Hampton Inn Tucson	Tray	1/18/2018	100%	133%	114%	100%	82%	100%	103%
4265	Hampton Inn Tucson	Tray	2/13/2018	100%	133%	114%		91%	83%	106%
4265	Hampton Inn Tucson	Tray	3/20/2018	100%	133%	114%		100%	100%	106%
4265	Hampton Inn Tucson	Ty	2/17/2018	100%	100%	100%		100%	100%	100%
4266	Hampton Inn & Suites Scottsd	Deanna	1/14/2018	100%	100%	117%		91%	100%	103%
4266	Hampton Inn & Suites Scottsd	Deanna	2/9/2018	100%	100%	114%	100%	91%	100%	103%
4266	Hampton Inn & Suites Scottsd	Maria	1/28/2018	57%	133%	114%	0%	100%	100%	92%
4266	Hampton Inn & Suites Scottsd	Maria	2/3/2018	86%	100%	114%	100%	100%	83%	103%
4266	Hampton Inn & Suites Scottsd	Sharon	1/28/2018	100%	133%	117%		100%	100%	110%
4266	Hampton Inn & Suites Scottsd	Sharon	2/18/2018	100%	133%	114%	100%	91%	83%	106%
4266	Hampton Inn & Suites Scottsd	Sharon	3/4/2018	100%	100%	114%	100%	82%	100%	100%
4266	Hampton Inn & Suites Scottsd	Shirley	2/20/2018	86%	100%	114%	100%	100%	100%	103%
4266	Hampton Inn & Suites Scottsd	Shirley	3/7/2018	100%	133%	79%		100%	100%	94%
4266	Hampton Inn & Suites Scottsd	Vianey	1/14/2018	86%	67%	117%		91%	100%	97%
4266	Hampton Inn & Suites Scottsd	Vianey	3/4/2018	100%	67%	114%	100%	91%	100%	100%
4266	Hampton Inn & Suites Scottsd	Vianey	3/5/2018	100%	67%	114%	100%	91%	100%	100%
4267	Sleep Inn Scottsdale	Francisco	1/10/2018	100%	133%	114%		100%	100%	109%
4267	Sleep Inn Scottsdale	Francisco	2/8/2018	100%	133%	56%	100%	100%	83%	90%
4267	Sleep Inn Scottsdale	Francisco	3/7/2018	100%	100%	100%	0%	100%	67%	92%



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4267	Sleep Inn Scottsdale	Sondra	1/12/2018	100%	133%	100%		91%	100%	100%
4267	Sleep Inn Scottsdale	Sondra	2/5/2018	100%	100%	86%	100%	100%	100%	94%
4268	Hampton Inn Peoria	Denise	1/23/2018	100%	67%	100%	100%	82%	83%	92%
4268	Hampton Inn Peoria	Denise	3/10/2018	86%	33%	114%		82%	83%	91%
4268	Hampton Inn Peoria	Gabe	1/25/2018	100%	67%	100%	100%	91%	83%	94%
4268	Hampton Inn Peoria	Gabe	2/18/2018	100%	100%	100%		91%	100%	97%
4268	Hampton Inn Peoria	Jazmine	1/22/2018	100%	133%	100%	100%	100%	100%	103%
4268	Hampton Inn Peoria	Jazmine	2/9/2018	100%	133%	71%	100%	100%	83%	92%
4268	Hampton Inn Peoria	Robert	1/13/2018	100%	67%	114%		91%	100%	100%
4268	Hampton Inn Peoria	Robert	3/9/2018	100%	100%	86%	100%	91%	83%	92%
4268	Hampton Inn Peoria	Tammy	1/14/2018	100%	100%	100%	100%	91%	100%	97%
4269	Holiday Inn Express Oxford	Annette	3/4/2018	100%	67%	114%	100%	73%	100%	94%
4269	Holiday Inn Express Oxford	Daphene	3/8/2018	71%	100%	107%		82%	100%	91%
4269	Holiday Inn Express Oxford	Ty	1/24/2018	100%	100%	114%	100%	91%	67%	103%
4269	Holiday Inn Express Oxford	Ty	2/5/2018	100%	33%	100%	100%	91%	100%	92%
4269	Holiday Inn Express Oxford	Ty	3/11/2018	71%	100%	114%		91%	83%	97%
4270	Hampton Inn Anthem	Ashley	3/8/2018	100%	67%	107%	100%	82%	100%	94%
4270	Hampton Inn Anthem	Carly	3/8/2018	100%	133%	71%	100%	100%	100%	92%
4270	Hampton Inn Anthem	Monique	1/23/2018	100%	100%	100%	100%	91%	100%	97%
4270	Hampton Inn Anthem	Samantha	3/7/2018	100%	67%	114%	100%	82%	100%	97%
4270	Hampton Inn Anthem	Tabitha	1/28/2018	100%	133%	114%	100%	91%	100%	106%
4270	Hampton Inn Anthem	Tabitha	2/11/2018	100%	133%	100%	100%	100%	100%	103%
4270	Hampton Inn Anthem	Tabitha	3/12/2018	100%	133%	114%	100%	100%	100%	108%
4271	Hampton Inn & Suites Oxford Bonita		1/20/2018	100%	100%	114%		91%	83%	103%
4271	Hampton Inn & Suites Oxford	Brooke	1/18/2018	100%	67%	114%		91%	83%	100%
4271	Hampton Inn & Suites Oxford	Deanna	1/13/2018	100%	100%	86%		91%	100%	91%



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4272 Best Western Plus Goldsboro Adriana	1/10/2018	100%	100%	93%	100%	91%	83%	94%
4272 Best Western Plus Goldsboro Adriana	2/4/2018	100%	100%	107%	100%	82%	83%	97%
4272 Best Western Plus Goldsboro Salim	1/19/2018	86%	133%	100%	100%	82%	100%	95%
4272 Best Western Plus Goldsboro Tracey	1/10/2018	86%	67%	100%	100%	91%	100%	92%
4272 Best Western Plus Goldsboro Tracey	3/13/2018	100%	67%	100%		91%	100%	94%
4273 Hampton Inn Goldsboro Chandler	2/6/2018	100%	67%	114%	100%	91%	83%	100%
4273 Hampton Inn Goldsboro Keith	1/27/2018	100%	100%	100%	100%	82%	83%	94%
4273 Hampton Inn Goldsboro Nikki	3/6/2018	100%	100%	80%	100%	91%	83%	92%
4273 Hampton Inn Goldsboro Stacy	2/9/2018	100%	67%	114%	100%	91%	100%	100%
4274 AmericInn Minocqua Alex	1/15/2018	83%	100%	111%	100%	82%	83%	94%
4274 AmericInn Minocqua Alex	2/5/2018	60%	100%	114%	100%	82%	83%	94%
4274 AmericInn Minocqua Alex	3/30/2018	86%	100%	114%		100%	100%	103%
4274 AmericInn Minocqua Barbara	1/16/2018	100%	133%	100%	100%	82%	100%	97%
4274 AmericInn Minocqua Barbara	2/3/2018	100%	133%	114%	0%	91%	100%	97%
4274 AmericInn Minocqua Dawn	2/6/2018	100%	0%	114%		91%	100%	94%
4274 AmericInn Minocqua Dawn	3/19/2018	100%	67%	114%		91%	83%	100%
4274 AmericInn Minocqua Rose	2/2/2018	100%	133%	114%	100%	100%	100%	108%
4274 AmericInn Minocqua Rosie	1/11/2018	100%	100%	114%		100%	100%	106%
4274 AmericInn Minocqua Rosie	3/8/2018	100%	133%	79%		100%	83%	94%
4275 Country Inn & Suites Houghto Brittany	3/8/2018	100%	133%	100%	100%	91%	100%	100%
4275 Country Inn & Suites Houghto Kristina	3/4/2018	100%	133%	107%	100%	91%	100%	103%
4275 Country Inn & Suites Houghto Nichole	3/7/2018	100%	100%	114%	100%	91%	100%	103%
4275 Country Inn & Suites Houghto Paige	1/22/2018	100%	67%	114%	100%	100%	83%	103%
4275 Country Inn & Suites Houghto Paige	2/5/2018	100%	133%	114%		55%	100%	94%
4275 Country Inn & Suites Houghto Paige	3/4/2018	100%	100%	114%	100%	91%	83%	103%
4276 Holiday Inn Express LawrenceAlison	1/19/2018	100%	133%	114%		100%	83%	109%



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Reservation Agent Detail through March, 2018

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4276	Holiday Inn Express	LawrenceAlison	2/11/2018	100%	133%	114%	100%	100%	83%	108%
4276	Holiday Inn Express	LawrenceAlison	3/8/2018	100%	133%	114%	100%	100%	100%	108%
4276	Holiday Inn Express	LawrenceBrett	1/22/2018	100%	100%	114%	100%	91%	67%	103%
4276	Holiday Inn Express	LawrenceBrett	2/17/2018	100%	67%	100%		91%	83%	94%
4276	Holiday Inn Express	LawrenceKatlyn	1/13/2018	100%	67%	114%	100%	100%	100%	103%
4276	Holiday Inn Express	LawrenceKrystal	1/21/2018	100%	100%	114%		82%	100%	100%
4276	Holiday Inn Express	LawrenceMisty	1/20/2018	100%	133%	100%		100%	100%	103%
4276	Holiday Inn Express	LawrenceMisty	2/14/2018	100%	100%	86%	100%	91%	83%	92%
4277	Hampton Inn & Suites	Rogers Ammy	1/10/2018	100%	100%	114%	100%	91%	83%	103%
4277	Hampton Inn & Suites	Rogers Ammy	2/11/2018	100%	100%	114%		82%	100%	100%
4277	Hampton Inn & Suites	Rogers Ammy	2/16/2018	86%	67%	114%	100%	91%	83%	97%
4277	Hampton Inn & Suites	Rogers Amy	1/13/2018	100%	133%	86%	100%	91%	50%	94%
4277	Hampton Inn & Suites	Rogers Amy	3/11/2018	100%	67%	100%		91%	100%	94%
4277	Hampton Inn & Suites	Rogers Cody	1/14/2018	100%	100%	86%	100%	100%	100%	94%
4277	Hampton Inn & Suites	Rogers Cody	2/9/2018	100%	100%	114%	100%	82%	100%	100%
4278	Hampton Inn Hibbing	Amber	1/27/2018	100%	100%	114%	100%	82%	100%	100%
4278	Hampton Inn Hibbing	Amber	2/27/2018	100%	100%	114%	100%	91%	100%	103%
4278	Hampton Inn Hibbing	Amber	3/20/2018	100%	133%	100%	100%	91%	100%	100%
4278	Hampton Inn Hibbing	Dell	1/29/2018	100%	100%	114%	100%	82%	100%	100%
4278	Hampton Inn Hibbing	Dell	2/5/2018	86%	100%	114%	100%	82%	100%	97%
4278	Hampton Inn Hibbing	Denise	1/17/2018	100%	100%	114%	100%	100%	100%	106%
4278	Hampton Inn Hibbing	Denise	2/2/2018	100%	33%	114%	100%	100%	83%	100%
4278	Hampton Inn Hibbing	Denise	3/17/2018	100%	100%	86%	100%	91%	100%	92%
4278	Hampton Inn Hibbing	Dominique	2/19/2018	60%	67%	114%	100%	100%	100%	97%
4278	Hampton Inn Hibbing	Jackie	1/18/2018	100%	100%	114%	100%	91%	100%	103%
4278	Hampton Inn Hibbing	Jackie	2/11/2018	100%	100%	114%	100%	91%	100%	103%



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Reservation Agent Detail through March, 2018

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4278	Hampton Inn Hibbing	Rachel	1/27/2018	100%	67%	114%	100%	91%	100%	100%
4279	Hampton Inn Scottsdale	Shea Rayanna	2/27/2018	100%	33%	114%	100%	82%	50%	94%
4280	Hilton Garden Inn Oxford	Daisy	3/12/2018	100%	133%	100%		82%	100%	97%
4280	Hilton Garden Inn Oxford	Stephanie	3/9/2018	100%	100%	114%	100%	91%	100%	103%
4281	Home2 Suites Oxford	Marquita	2/18/2018	71%	67%	120%	100%	73%	100%	90%
4281	Home2 Suites Oxford	Michele	2/16/2018	100%	100%	100%		91%	100%	97%
4281	Home2 Suites Oxford	Michele	3/7/2018	100%	67%	117%		100%	100%	103%
4282	Fairfield Inn & Suites Savannah	Jazmin	2/18/2018	100%	100%	93%	100%	91%	100%	94%
4282	Fairfield Inn & Suites Savannah	Jazmin	3/27/2018	100%	67%	100%		82%	100%	91%
4282	Fairfield Inn & Suites Savannah	Jennie	2/13/2018	100%	67%	107%	100%	82%	100%	94%
4282	Fairfield Inn & Suites Savannah	Jennie	3/26/2018	100%	133%	100%		91%	100%	100%
4283	SpringHill Suites Statesboro	Christin	3/6/2018	100%	100%	100%		91%	50%	97%
4283	SpringHill Suites Statesboro	Nicole	2/16/2018	100%	33%	114%	100%	82%	100%	94%
4283	SpringHill Suites Statesboro	Stephanie	2/21/2018	100%	100%	114%		82%	100%	100%
4283	SpringHill Suites Statesboro	Tessa	3/8/2018	86%	100%	114%	100%	100%	83%	103%
ZMC Hotels Scores				96%	95%	108%	94%	91%	92%	99%