



90% and Over Agent Shop Score Report Comparisons by Skill

Reservation Agent Detail through March, 2019

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4251	Hampton Inn Lake Havasu	Carol	1/13/2019	86%	133%	114%		82%	100%	100%
4251	Hampton Inn Lake Havasu	Carol	2/10/2019	71%	67%	114%	100%	82%	100%	92%
4251	Hampton Inn Lake Havasu	Carol	3/24/2019	71%	67%	114%	100%	91%	100%	95%
4251	Hampton Inn Lake Havasu	Jerrie	1/12/2019	100%	67%	100%		91%	100%	94%
4251	Hampton Inn Lake Havasu	Jerrie	3/7/2019	100%	133%	86%	100%	82%	67%	92%
4251	Hampton Inn Lake Havasu	Lexi	1/7/2019	100%	100%	114%	100%	91%	100%	103%
4251	Hampton Inn Lake Havasu	Lexi	2/27/2019	100%	100%	114%	100%	91%	100%	103%
4251	Hampton Inn Lake Havasu	Makenli	1/17/2019	100%	67%	114%		82%	100%	97%
4251	Hampton Inn Lake Havasu	Victoria	1/6/2019	100%	0%	114%	100%	82%	100%	92%
4252	AmericInn Ashland	Cathy	2/7/2019	100%	100%	107%	100%	82%	83%	97%
4252	AmericInn Ashland	Cathy	3/7/2019	100%	100%	114%		73%	83%	97%
4252	AmericInn Ashland	Jeff	1/6/2019	100%	133%	100%		91%	100%	100%
4252	AmericInn Ashland	Jeff	2/10/2019	86%	133%	114%		91%	100%	103%
4252	AmericInn Ashland	Jeff	3/14/2019	100%	133%	79%	100%	91%	83%	92%
4252	AmericInn Ashland	Maija	1/5/2019	100%	67%	107%	100%	82%	100%	94%
4252	AmericInn Ashland	Venise	1/6/2019	100%	100%	100%		91%	100%	97%
4252	AmericInn Ashland	Venise	3/15/2019	86%	100%	114%		82%	100%	97%
4253	Edgewater Hotel & Waterpark	Alex	1/29/2019	100%	100%	100%		100%	100%	100%
4253	Edgewater Hotel & Waterpark	Alex	2/19/2019	100%	133%	100%		100%	100%	103%
4253	Edgewater Hotel & Waterpark	Allison	1/28/2019	86%	100%	114%		100%	83%	103%
4253	Edgewater Hotel & Waterpark	Allison	2/18/2019	100%	100%	114%		100%	100%	106%
4253	Edgewater Hotel & Waterpark	Allison	3/17/2019	100%	33%	114%		82%	83%	94%
4253	Edgewater Hotel & Waterpark	Alysa	1/16/2019	71%	67%	114%		91%	83%	94%
4253	Edgewater Hotel & Waterpark	Alysa	3/21/2019	100%	33%	100%	100%	91%	83%	92%
4253	Edgewater Hotel & Waterpark	Christopher	1/25/2019	100%	100%	100%	100%	91%	50%	97%
4253	Edgewater Hotel & Waterpark	Christopher	2/6/2019	100%	67%	100%	100%	91%	100%	94%



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4253	Edgewater Hotel & Waterpark Christopher		3/8/2019	100%	100%	100%		91%	83%	97%
4253	Edgewater Hotel & Waterpark Felicity		1/29/2019	100%	100%	113%		91%	100%	103%
4253	Edgewater Hotel & Waterpark Felicity		3/21/2019	100%	133%	107%		91%	83%	103%
4253	Edgewater Hotel & Waterpark Garret		2/9/2019	100%	100%	114%	100%	91%	100%	103%
4253	Edgewater Hotel & Waterpark Jane		3/16/2019	86%	67%	100%	100%	89%	100%	92%
4253	Edgewater Hotel & Waterpark Kendra		3/2/2019	100%	133%	114%	100%	100%	50%	108%
4253	Edgewater Hotel & Waterpark Mais		1/15/2019	100%	67%	100%	100%	100%	100%	97%
4253	Edgewater Hotel & Waterpark Neal		3/23/2019	86%	100%	114%	100%	82%	50%	97%
4253	Edgewater Hotel & Waterpark Sidney		3/29/2019	100%	67%	100%	100%	91%	100%	94%
4254	Days Inn Duluth	Cindy	3/20/2019	100%	100%	107%	100%	91%	100%	100%
4254	Days Inn Duluth	Doug	1/6/2019	60%	67%	114%		100%	100%	97%
4254	Days Inn Duluth	Doug	2/8/2019	100%	133%	86%		100%	100%	97%
4254	Days Inn Duluth	Doug	3/7/2019	71%	133%	114%		100%	100%	103%
4254	Days Inn Duluth	Eric	1/8/2019	100%	100%	100%	100%	73%	100%	92%
4254	Days Inn Duluth	Holly	1/6/2019	86%	67%	100%		91%	100%	91%
4254	Days Inn Duluth	Holly	3/13/2019	100%	67%	114%	100%	100%	100%	103%
4254	Days Inn Duluth	Kelly	1/7/2019	100%	100%	100%		100%	83%	100%
4254	Days Inn Duluth	Kelly	2/7/2019	100%	133%	100%		100%	100%	103%
4254	Days Inn Duluth	Kelly	3/9/2019	100%	67%	100%		91%	83%	94%
4254	Days Inn Duluth	Stephen	1/12/2019	100%	100%	114%	100%	82%	100%	100%
4254	Days Inn Duluth	Stephen	3/21/2019	100%	100%	100%	100%	91%	100%	97%
4255	Downtown Duluth Inn	Dewaine	1/24/2019	40%	67%	107%	100%	100%	83%	92%
4255	Downtown Duluth Inn	Dewaine	2/26/2019	40%	67%	107%	100%	100%	50%	92%
4255	Downtown Duluth Inn	Michelle	2/7/2019	100%	67%	107%		91%	50%	97%
4256	Best Western Bridgeview	Allie	1/15/2019	100%	100%	114%		91%	100%	103%
4256	Best Western Bridgeview	Allie	2/8/2019	100%	133%	114%		82%	83%	103%



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4256	Best Western Bridgeview	Allie	3/5/2019	100%	100%	114%	100%	91%	100%	103%
4256	Best Western Bridgeview	Kathy	1/17/2019	100%	33%	114%	100%	82%	100%	94%
4257	Comfort Suites Independence	Jamie	1/9/2019	100%	133%	114%		100%	83%	109%
4257	Comfort Suites Independence	Jamie	2/6/2019	100%	133%	114%		100%	100%	109%
4257	Comfort Suites Independence	Jamie	3/5/2019	100%	100%	114%	100%	82%	100%	100%
4257	Comfort Suites Independence	Jeremy	1/26/2019	100%	67%	114%		100%	83%	103%
4257	Comfort Suites Independence	Jeremy	2/22/2019	100%	67%	114%		100%	100%	103%
4257	Comfort Suites Independence	Jeremy	3/8/2019	100%	67%	86%	100%	100%	100%	92%
4257	Comfort Suites Independence	Matthew	3/6/2019	100%	133%	100%	100%	82%	100%	97%
4257	Comfort Suites Independence	Suzanna	1/12/2019	100%	100%	114%		100%	83%	106%
4257	Comfort Suites Independence	Suzanna	3/7/2019	100%	133%	100%	100%	91%	100%	100%
4257	Comfort Suites Independence	Travis	3/6/2019	100%	0%	114%	100%	82%	100%	92%
4258	Days Inn Altus	John	2/25/2019	100%	100%	114%		100%	100%	106%
4258	Days Inn Altus	John	3/6/2019	100%	100%	93%		91%	100%	94%
4258	Days Inn Altus	Melissa	1/12/2019	100%	133%	100%		82%	100%	97%
4258	Days Inn Altus	Robin	1/24/2019	100%	100%	93%		100%	100%	97%
4258	Days Inn Altus	Robin	2/6/2019	100%	67%	100%		100%	100%	97%
4258	Days Inn Altus	Robin	3/7/2019	100%	100%	100%		100%	100%	100%
4258	Days Inn Altus	Steven	1/31/2019	100%	67%	100%		100%	50%	97%
4258	Days Inn Altus	Steven/Tex	3/8/2019	100%	100%	100%		100%	100%	100%
4259	Days Inn & Suites Scottsdale	Ashley	1/6/2019	100%	0%	114%	100%	82%	83%	92%
4259	Days Inn & Suites Scottsdale	Ashley	2/13/2019	100%	67%	114%		73%	100%	94%
4259	Days Inn & Suites Scottsdale	Ashley L	3/7/2019	100%	33%	114%	100%	82%	50%	94%
4259	Days Inn & Suites Scottsdale	Erin	1/10/2019	100%	100%	86%	100%	91%	50%	92%
4259	Days Inn & Suites Scottsdale	Erin	3/6/2019	100%	33%	114%	100%	73%	83%	92%
4259	Days Inn & Suites Scottsdale	Shelbi	1/13/2019	100%	67%	114%	100%	91%	83%	100%



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4259	Days Inn & Suites Scottsdale	Stacey	1/12/2019	100%	67%	107%		73%	83%	91%
4260	Hampton Inn & Suites Altus	Anesha	1/14/2019	100%	67%	114%	100%	91%	83%	100%
4260	Hampton Inn & Suites Altus	Cody	3/6/2019	100%	100%	86%	100%	91%	67%	92%
4260	Hampton Inn & Suites Altus	Kim	1/12/2019	100%	100%	117%		100%	83%	106%
4260	Hampton Inn & Suites Altus	Kim	2/12/2019	100%	100%	114%		55%	100%	91%
4260	Hampton Inn & Suites Altus	Tammy	1/10/2019	100%	133%	114%		100%	83%	109%
4260	Hampton Inn & Suites Altus	Tammy	2/15/2019	100%	133%	114%		100%	100%	109%
4260	Hampton Inn & Suites Altus	Tammy	3/8/2019	100%	133%	114%	100%	100%	100%	108%
4262	Residence Inn Sebring	Brittany	2/19/2019	100%	133%	79%		91%	100%	91%
4262	Residence Inn Sebring	Brittany	3/30/2019	86%	133%	114%	100%	55%	100%	92%
4262	Residence Inn Sebring	Kacey	3/9/2019	100%	133%	114%	100%	100%	50%	108%
4262	Residence Inn Sebring	Randy	2/27/2019	100%	100%	114%		91%	100%	103%
4263	Holiday Inn Express Scottsdal	Amanda	2/13/2019	100%	67%	120%	100%	91%	83%	100%
4264	Inn on Lake Superior	Anthony	1/10/2019	86%	100%	114%		100%	100%	103%
4264	Inn on Lake Superior	Anthony	2/19/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Anthony	3/5/2019	100%	33%	114%		82%	100%	94%
4264	Inn on Lake Superior	Carolyn	1/18/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Carter	1/15/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Carter	2/21/2019	100%	100%	114%	100%	100%	100%	106%
4264	Inn on Lake Superior	Carter	3/6/2019	100%	100%	113%	100%	100%	100%	105%
4264	Inn on Lake Superior	Daniel	2/27/2019	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Daniel	3/8/2019	100%	100%	100%	100%	100%	100%	100%
4264	Inn on Lake Superior	Erin	1/22/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Erin	2/24/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Erin	3/17/2019	100%	133%	114%		100%	83%	109%
4264	Inn on Lake Superior	Hunter	1/16/2019	100%	67%	114%		91%	100%	100%



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4264	Inn on Lake Superior	Hunter	2/14/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Hunter	3/7/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Jason	1/30/2019	100%	67%	114%		100%	100%	103%
4264	Inn on Lake Superior	Jason	3/6/2019	100%	67%	100%	100%	100%	100%	97%
4264	Inn on Lake Superior	Jess	3/9/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Jessica	1/19/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Joe	1/9/2019	60%	133%	114%		82%	100%	97%
4264	Inn on Lake Superior	Joe	3/12/2019	100%	100%	114%		67%	100%	100%
4264	Inn on Lake Superior	Kelsey	1/22/2019	100%	133%	114%	100%	91%	100%	105%
4264	Inn on Lake Superior	Kenesis	1/27/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Kenesis	2/21/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Kenesis	3/7/2019	100%	133%	114%	100%	91%	100%	106%
4264	Inn on Lake Superior	Luke	3/6/2019	100%	133%	113%	100%	100%	100%	108%
4264	Inn on Lake Superior	McKenzie	1/19/2019	100%	100%	114%		100%	100%	106%
4264	Inn on Lake Superior	McKenzie	2/28/2019	100%	67%	114%	100%	100%	100%	103%
4264	Inn on Lake Superior	McKenzie	3/8/2019	100%	100%	114%	100%	100%	83%	106%
4264	Inn on Lake Superior	Timothy	3/10/2019	100%	67%	114%	0%	100%	100%	94%
4266	Hampton Inn & Suites Scottsd	Jasmine	3/19/2019	100%	133%	114%	100%	91%	83%	106%
4266	Hampton Inn & Suites Scottsd	Sharon	1/31/2019	100%	100%	114%		100%	100%	106%
4266	Hampton Inn & Suites Scottsd	Sharon	2/27/2019	100%	67%	114%	100%	100%	100%	103%
4266	Hampton Inn & Suites Scottsd	Sharon	3/24/2019	100%	100%	100%		91%	100%	97%
4266	Hampton Inn & Suites Scottsd	Shirley	1/28/2019	100%	67%	100%	100%	100%	100%	97%
4266	Hampton Inn & Suites Scottsd	Shirley	2/13/2019	100%	100%	100%	100%	100%	100%	100%
4266	Hampton Inn & Suites Scottsd	Shirley	3/15/2019	100%	33%	114%	100%	100%	83%	100%
4266	Hampton Inn & Suites Scottsd	Vianey	3/9/2019	100%	67%	107%		82%	100%	94%
4267	Sleep Inn Scottsdale	Francisco	2/21/2019	100%	67%	100%	100%	91%	100%	94%



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4267	Sleep Inn Scottsdale	Francisco	3/19/2019	100%	100%	100%	100%	91%	83%	97%
4267	Sleep Inn Scottsdale	Sondra	1/17/2019	100%	133%	86%	100%	100%	100%	97%
4267	Sleep Inn Scottsdale	Sondra	3/15/2019	100%	133%	114%	0%	100%	83%	100%
4268	Hampton Inn Peoria	Abby	1/15/2019	100%	67%	114%	100%	100%	100%	103%
4268	Hampton Inn Peoria	Gabe	1/16/2019	86%	100%	100%	100%	100%	100%	97%
4268	Hampton Inn Peoria	Gabe	3/27/2019	100%	100%	100%	100%	91%	100%	97%
4268	Hampton Inn Peoria	Jose	2/6/2019	100%	100%	93%	100%	91%	83%	94%
4268	Hampton Inn Peoria	Jose	3/25/2019	100%	67%	100%	100%	91%	83%	94%
4268	Hampton Inn Peoria	Robert	3/14/2019	100%	33%	114%	100%	82%	83%	94%
4269	Holiday Inn Express Oxford	Kristie	1/31/2019	100%	133%	114%	100%	91%	100%	106%
4269	Holiday Inn Express Oxford	Kristie	2/20/2019	100%	133%	114%		82%	100%	103%
4269	Holiday Inn Express Oxford	Ty	1/18/2019	100%	100%	86%		91%	100%	91%
4270	Hampton Inn Anthem	Nicole	2/9/2019	100%	133%	107%	100%	100%	100%	106%
4270	Hampton Inn Anthem	Nicole	3/16/2019	86%	133%	100%	100%	100%	100%	100%
4270	Hampton Inn Anthem	Sommer	1/16/2019	100%	133%	114%	100%	100%	100%	108%
4270	Hampton Inn Anthem	Sommer	2/5/2019	86%	100%	100%	100%	100%	100%	97%
4270	Hampton Inn Anthem	Sommer	3/17/2019	100%	133%	100%	100%	82%	100%	97%
4271	Hampton Inn & Suites Oxford Alivia		1/17/2019	100%	133%	86%		91%	100%	94%
4271	Hampton Inn & Suites Oxford Alivia		3/10/2019	100%	133%	71%		100%	100%	91%
4271	Hampton Inn & Suites Oxford Raymond		3/23/2019	86%	133%	114%	100%	100%	83%	105%
4272	Best Western Plus Goldsboro Ashlynn		2/18/2019	100%	133%	86%		82%	83%	91%
4272	Best Western Plus Goldsboro Kesunna		2/18/2019	100%	133%	114%	100%	82%	83%	103%
4272	Best Western Plus Goldsboro Kesunna		3/30/2019	100%	133%	100%		82%	83%	97%
4272	Best Western Plus Goldsboro Tracey		2/20/2019	86%	67%	114%	100%	73%	83%	92%
4273	Hampton Inn Goldsboro	Aziah	1/6/2019	100%	100%	86%	100%	91%	100%	92%
4273	Hampton Inn Goldsboro	Chandler	1/17/2019	100%	67%	114%		82%	83%	97%



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4273	Hampton Inn Goldsboro	Chandler	2/24/2019	100%	100%	100%		91%	100%	97%
4273	Hampton Inn Goldsboro	Chandler	3/14/2019	71%	100%	114%		91%	83%	97%
4273	Hampton Inn Goldsboro	Stacy	1/14/2019	100%	100%	100%		91%	83%	97%
4273	Hampton Inn Goldsboro	Stacy	3/23/2019	71%	100%	114%	100%	91%	83%	97%
4274	AmericInn Minocqua	Alex	1/14/2019	100%	100%	114%		82%	83%	100%
4274	AmericInn Minocqua	Alex	2/26/2019	86%	100%	114%		91%	83%	100%
4274	AmericInn Minocqua	Barbara	1/5/2019	100%	100%	100%	100%	91%	83%	97%
4274	AmericInn Minocqua	Barbara	3/10/2019	100%	67%	107%		82%	100%	94%
4274	AmericInn Minocqua	Bob	1/16/2019	100%	67%	100%	100%	82%	100%	92%
4274	AmericInn Minocqua	Bob	2/22/2019	100%	67%	100%		82%	100%	91%
4274	AmericInn Minocqua	Bob	3/10/2019	100%	67%	100%		91%	100%	94%
4274	AmericInn Minocqua	Dawn	2/13/2019	100%	0%	114%		82%	83%	91%
4274	AmericInn Minocqua	Dawn	3/6/2019	100%	33%	114%		82%	67%	94%
4274	AmericInn Minocqua	Rose	1/10/2019	100%	100%	114%		100%	83%	106%
4274	AmericInn Minocqua	Rose	3/8/2019	100%	100%	114%		100%	100%	106%
4275	Country Inn & Suites Houghto	Brittany	1/13/2019	100%	100%	94%		82%	100%	91%
4275	Country Inn & Suites Houghto	Karalee	3/13/2019	100%	100%	86%	100%	91%	100%	92%
4275	Country Inn & Suites Houghto	Marcia	3/10/2019	100%	133%	79%	100%	100%	83%	94%
4275	Country Inn & Suites Houghto	Nichole	1/9/2019	100%	133%	114%	100%	100%	83%	108%
4275	Country Inn & Suites Houghto	Nichole	3/7/2019	100%	133%	114%		91%	100%	106%
4276	Holiday Inn Express	LawrenceAlison	1/6/2019	100%	133%	114%	100%	100%	100%	108%
4276	Holiday Inn Express	LawrenceAlison	2/14/2019	100%	133%	114%	100%	100%	100%	108%
4276	Holiday Inn Express	LawrenceAlison	3/29/2019	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express	LawrenceBrett	1/7/2019	100%	133%	86%	100%	100%	100%	97%
4276	Holiday Inn Express	LawrenceBrett	2/15/2019	71%	100%	114%	100%	91%	100%	97%
4276	Holiday Inn Express	LawrenceBrett	3/22/2019	100%	133%	114%		100%	100%	109%



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4276	Holiday Inn Express Lawrence	Brianna	1/6/2019	100%	100%	93%	100%	91%	100%	94%
4276	Holiday Inn Express Lawrence	Brianna	2/5/2019	100%	100%	107%	100%	100%	100%	103%
4276	Holiday Inn Express Lawrence	Brianna	3/14/2019	100%	133%	93%		91%	100%	97%
4276	Holiday Inn Express Lawrence	Brittany	1/10/2019	86%	100%	93%	100%	100%	100%	94%
4276	Holiday Inn Express Lawrence	Lesli	1/6/2019	100%	100%	100%	100%	91%	83%	97%
4277	Hampton Inn & Suites Rogers	Ammy	1/22/2019	100%	100%	114%		82%	100%	100%
4277	Hampton Inn & Suites Rogers	Ammy	3/22/2019	100%	100%	114%		91%	100%	103%
4277	Hampton Inn & Suites Rogers	Amy	1/31/2019	100%	133%	114%	100%	100%	100%	108%
4277	Hampton Inn & Suites Rogers	Amy	2/27/2019	100%	100%	86%	100%	100%	100%	94%
4277	Hampton Inn & Suites Rogers	Amy	3/25/2019	100%	100%	114%		73%	100%	97%
4277	Hampton Inn & Suites Rogers	Andrew	1/19/2019	100%	67%	114%	100%	73%	100%	94%
4277	Hampton Inn & Suites Rogers	Cody	1/20/2019	100%	100%	114%	100%	100%	100%	106%
4277	Hampton Inn & Suites Rogers	Cody	2/13/2019	100%	100%	86%	100%	91%	83%	92%
4277	Hampton Inn & Suites Rogers	Cody	3/21/2019	100%	100%	114%		91%	100%	103%
4278	Hampton Inn Hibbing	Amber	1/9/2019	100%	100%	114%		82%	83%	100%
4278	Hampton Inn Hibbing	Amber	2/28/2019	100%	100%	114%		82%	100%	100%
4278	Hampton Inn Hibbing	Dell	1/14/2019	100%	100%	114%	100%	73%	100%	97%
4278	Hampton Inn Hibbing	Dell	2/25/2019	100%	100%	114%		73%	100%	97%
4278	Hampton Inn Hibbing	Denise	2/12/2019	100%	100%	114%		100%	100%	106%
4278	Hampton Inn Hibbing	Jackie	1/9/2019	60%	100%	100%	100%	91%	100%	92%
4278	Hampton Inn Hibbing	Jackie	2/28/2019	100%	67%	114%		91%	100%	100%
4279	Hampton Inn Scottsdale	Shea Adrian	1/17/2019	71%	100%	114%	100%	82%	100%	95%
4279	Hampton Inn Scottsdale	Shea Coral	3/16/2019	60%	100%	113%	100%	82%	83%	95%
4280	Hilton Garden Inn Oxford	Brooke	1/18/2019	100%	100%	114%	100%	100%	100%	106%
4280	Hilton Garden Inn Oxford	Brooke	2/8/2019	100%	133%	114%		91%	100%	106%
4280	Hilton Garden Inn Oxford	Candler	1/12/2019	100%	67%	114%	100%	91%	83%	100%



90% and Over Agent Shop Score Report Comparisons by Skill

Reservation Agent Detail through March, 2019

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4280	Hilton Garden Inn Oxford	Derrick	1/22/2019	86%	33%	114%	100%	100%	83%	97%
4280	Hilton Garden Inn Oxford	Derrick	2/13/2019	100%	67%	100%		100%	100%	97%
4280	Hilton Garden Inn Oxford	Derrick	3/13/2019	100%	100%	86%		100%	83%	94%
4280	Hilton Garden Inn Oxford	Gail	2/5/2019	100%	100%	100%	100%	91%	67%	97%
4280	Hilton Garden Inn Oxford	Megan	1/23/2019	100%	67%	114%	100%	73%	100%	94%
4280	Hilton Garden Inn Oxford	Stephanie	3/21/2019	100%	133%	114%		91%	100%	106%
4281	Home2 Suites Oxford	Christopher	3/9/2019	100%	67%	114%	100%	82%	100%	97%
4281	Home2 Suites Oxford	Kala	3/15/2019	100%	67%	100%	100%	91%	100%	94%
4281	Home2 Suites Oxford	Michele	2/11/2019	100%	67%	114%	100%	91%	83%	100%
4281	Home2 Suites Oxford	Michelle	1/19/2019	86%	67%	114%	100%	91%	100%	97%
4281	Home2 Suites Oxford	Michelle	3/7/2019	86%	67%	113%	100%	91%	83%	98%
4281	Home2 Suites Oxford	Tiajuana	1/9/2019	100%	33%	107%	100%	82%	100%	92%
4281	Home2 Suites Oxford	Tiajuana	3/16/2019	100%	100%	100%	100%	91%	83%	97%
4282	Fairfield Inn & Suites Savanna	Jennie	1/29/2019	100%	133%	114%	100%	100%	50%	108%
4282	Fairfield Inn & Suites Savanna	Jennie	2/11/2019	100%	133%	114%	100%	91%	67%	106%
4282	Fairfield Inn & Suites Savanna	Stephanie	2/12/2019	100%	133%	71%	100%	100%	50%	92%
4282	Fairfield Inn & Suites Savanna	Stephanie	3/7/2019	100%	133%	114%	100%	82%	50%	103%
4282	Fairfield Inn & Suites Savanna	Tashonna	2/9/2019	100%	100%	114%	100%	91%	83%	103%
4282	Fairfield Inn & Suites Savanna	Tashonna	3/8/2019	100%	100%	86%	100%	91%	50%	92%
4283	SpringHill Suites Statesboro	Kelsey	1/9/2019	100%	67%	114%	100%	82%	83%	97%
4283	SpringHill Suites Statesboro	Kelsey	2/15/2019	86%	67%	100%		91%	50%	91%
4284	Courtyard by Marriott Tupelo	Ebony	1/12/2019	100%	100%	114%	100%	91%	100%	103%
4284	Courtyard by Marriott Tupelo	Shuntasia	1/12/2019	86%	100%	100%	100%	100%	100%	97%
4284	Courtyard by Marriott Tupelo	Shuntasia	2/27/2019	100%	133%	71%	100%	100%	100%	92%
4285	Fairfield Inn & Suites Saltillo	Corrie	3/19/2019	100%	100%	100%	100%	82%	83%	94%
4285	Fairfield Inn & Suites Saltillo	Patrice	3/9/2019	100%	133%	114%	100%	91%	100%	106%



90% and Over Agent Shop Score Report Comparisons by Skill

Reservation Agent Detail through March, 2019

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4285	Fairfield Inn & Suites Saltillo	Tina	1/9/2019	100%	133%	114%	100%	91%	100%	105%
4285	Fairfield Inn & Suites Saltillo	Tina	2/9/2019	71%	133%	100%	100%	91%	100%	95%
4285	Fairfield Inn & Suites Saltillo	Tina	3/8/2019	86%	133%	114%	100%	82%	100%	100%
4286	Hampton Inn New Albany	Courtney	2/8/2019	100%	100%	114%	100%	91%	50%	103%
4286	Hampton Inn New Albany	Jamyra	1/15/2019	100%	100%	86%		100%	100%	94%
4286	Hampton Inn New Albany	Jamyra	2/9/2019	86%	100%	114%		100%	83%	103%
4286	Hampton Inn New Albany	Kristle	2/8/2019	100%	133%	100%	100%	100%	100%	103%
4286	Hampton Inn New Albany	Kristle	3/23/2019	100%	133%	100%		82%	67%	97%
4286	Hampton Inn New Albany	Richard	2/14/2019	100%	133%	93%		82%	100%	94%
ZMC Hotels Scores				96%	98%	107%	99%	91%	92%	99%