



90% and Over Agent Shop Score Report Q2

Reservation Agent Detail April through June, 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	6/7/2018	100%	67%	114%		82%	50%	97%
4250	Holiday Inn Express Independ	Leland	6/30/2018	100%	67%	100%	100%	82%	83%	92%
4251	Hampton Inn Lake Havasu	Carol	4/8/2018	100%	67%	114%	100%	91%	100%	100%
4251	Hampton Inn Lake Havasu	Carol	5/7/2018	100%	67%	114%	100%	91%	100%	100%
4251	Hampton Inn Lake Havasu	Carol	6/24/2018	100%	100%	114%	100%	82%	100%	100%
4251	Hampton Inn Lake Havasu	Jerrie	4/6/2018	71%	100%	114%	100%	67%	100%	94%
4251	Hampton Inn Lake Havasu	Lexi	4/9/2018	100%	133%	114%	100%	91%	83%	106%
4251	Hampton Inn Lake Havasu	Prisma	4/14/2018	100%	133%	114%	100%	91%	100%	106%
4251	Hampton Inn Lake Havasu	Prisma	5/29/2018	86%	133%	117%		82%	100%	100%
4251	Hampton Inn Lake Havasu	Tracy	4/7/2018	86%	67%	100%	100%	89%	100%	92%
4251	Hampton Inn Lake Havasu	Tracy	5/24/2018	100%	133%	114%	100%	91%	100%	106%
4251	Hampton Inn Lake Havasu	Tracy	6/30/2018	100%	100%	114%		82%	83%	100%
4252	AmericInn Ashland	Cathy	4/18/2018	100%	100%	114%		82%	100%	100%
4252	AmericInn Ashland	Cathy	5/23/2018	100%	33%	114%		73%	83%	91%
4252	AmericInn Ashland	Jeff	4/17/2018	86%	100%	114%		91%	83%	100%
4252	AmericInn Ashland	Jeff	5/8/2018	60%	100%	114%	100%	91%	67%	97%
4252	AmericInn Ashland	Jeff	6/27/2018	100%	67%	114%		91%	100%	100%
4252	AmericInn Ashland	Lindsey	4/4/2018	100%	67%	114%	100%	82%	100%	97%
4252	AmericInn Ashland	Venise	4/15/2018	100%	67%	114%		82%	83%	97%
4252	AmericInn Ashland	Venise	6/23/2018	100%	67%	114%		73%	83%	94%
4253	Edgewater Hotel & Waterpark	Abdullahi	4/27/2018	100%	67%	114%	100%	82%	83%	97%
4253	Edgewater Hotel & Waterpark	Allison	5/4/2018	100%	100%	114%	100%	91%	83%	103%
4253	Edgewater Hotel & Waterpark	Allison	6/12/2018	100%	133%	107%		91%	100%	103%
4253	Edgewater Hotel & Waterpark	Casey	5/6/2018	0%	200%	21%	533%	50%	83%	100%
4253	Edgewater Hotel & Waterpark	Christopher	4/19/2018	100%	100%	114%		91%	67%	103%
4253	Edgewater Hotel & Waterpark	Christopher	6/9/2018	100%	67%	114%	100%	91%	100%	100%



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4253	Edgewater Hotel & Waterpark Colin	4/27/2018	100%	67%	117%		100%	50%	103%	
4253	Edgewater Hotel & Waterpark Colin	5/5/2018	100%	33%	114%	100%	73%	83%	92%	
4253	Edgewater Hotel & Waterpark Colin	6/6/2018	100%	100%	114%	100%	100%	100%	106%	
4253	Edgewater Hotel & Waterpark Jane	5/4/2018	100%	100%	114%	100%	89%	50%	103%	
4253	Edgewater Hotel & Waterpark Jane	6/7/2018	100%	100%	100%	100%	91%	100%	97%	
4253	Edgewater Hotel & Waterpark Karlee	4/28/2018	100%	67%	114%	100%	91%	83%	100%	
4253	Edgewater Hotel & Waterpark Kelli	4/29/2018	100%	100%	114%	100%	91%	100%	103%	
4253	Edgewater Hotel & Waterpark Kelli	5/6/2018	100%	100%	100%	100%	100%	67%	100%	
4253	Edgewater Hotel & Waterpark Linnea	4/5/2018	100%	133%	114%	100%	100%	100%	108%	
4253	Edgewater Hotel & Waterpark Maddie M	4/22/2018	100%	67%	107%		73%	50%	91%	
4253	Edgewater Hotel & Waterpark Noah	4/27/2018	100%	33%	114%	100%	91%	100%	97%	
4254	Days Inn Duluth	Cindy	5/4/2018	71%	133%	114%	100%	78%	83%	97%
4254	Days Inn Duluth	Doug	4/15/2018	100%	100%	100%	100%	100%	100%	100%
4254	Days Inn Duluth	Doug	6/22/2018	60%	100%	114%		100%	83%	100%
4254	Days Inn Duluth	Jaycob	5/12/2018	100%	100%	114%	100%	91%	100%	103%
4254	Days Inn Duluth	Kelly	5/12/2018	86%	67%	114%	100%	100%	100%	100%
4254	Days Inn Duluth	Stephen	6/8/2018	100%	100%	100%		91%	100%	97%
4255	Downtown Duluth Inn	Dewaine	5/24/2018	100%	33%	114%	100%	100%	100%	100%
4255	Downtown Duluth Inn	Dewaine	6/12/2018	100%	67%	114%	100%	100%	83%	103%
4256	Best Western Bridgeview	Alex	5/19/2018	100%	100%	114%	100%	82%	83%	100%
4256	Best Western Bridgeview	Allie	4/16/2018	100%	33%	100%	100%	91%	50%	92%
4256	Best Western Bridgeview	Brenntton	4/7/2018	71%	67%	114%	100%	82%	100%	92%
4256	Best Western Bridgeview	Brentton	5/25/2018	100%	100%	114%	100%	91%	83%	103%
4256	Best Western Bridgeview	Brentton	6/19/2018	100%	33%	114%	100%	82%	50%	94%
4257	Comfort Suites Independence	Jamie	4/19/2018	100%	133%	114%	100%	91%	83%	106%
4257	Comfort Suites Independence	Jamie	6/7/2018	100%	100%	114%	100%	91%	83%	103%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4257	Comfort Suites Independence	Jeremy	4/23/2018	100%	33%	114%	100%	100%	100%	100%
4257	Comfort Suites Independence	Matthew	5/9/2018	100%	133%	93%		91%	100%	97%
4257	Comfort Suites Independence	Suzanna	6/12/2018	100%	67%	100%	100%	82%	83%	92%
4258	Days Inn Altus	Erika	4/24/2018	100%	133%	114%		91%	100%	106%
4258	Days Inn Altus	Erika	5/7/2018	100%	133%	114%		100%	100%	109%
4258	Days Inn Altus	Erika	6/8/2018	100%	133%	100%		91%	100%	100%
4258	Days Inn Altus	John	4/15/2018	100%	100%	93%		100%	67%	97%
4258	Days Inn Altus	John	5/4/2018	100%	133%	114%	100%	91%	100%	106%
4258	Days Inn Altus	Melissa	4/12/2018	100%	100%	100%		82%	100%	94%
4258	Days Inn Altus	Melissa	5/5/2018	100%	100%	100%	100%	100%	50%	100%
4258	Days Inn Altus	Melissa	6/7/2018	100%	133%	100%		82%	100%	97%
4258	Days Inn Altus	Robin	4/5/2018	100%	67%	100%		82%	100%	91%
4259	Days Inn & Suites Scottsdale	Ashley	6/16/2018	100%	67%	107%		73%	83%	91%
4259	Days Inn & Suites Scottsdale	Marcia	5/24/2018	100%	67%	114%		73%	50%	94%
4259	Days Inn & Suites Scottsdale	Shelbi	6/8/2018	100%	100%	86%	100%	91%	67%	92%
4260	Hampton Inn & Suites Altus	Cody	5/10/2018	100%	100%	114%		100%	100%	106%
4260	Hampton Inn & Suites Altus	Kim	4/14/2018	100%	100%	114%	100%	100%	100%	105%
4260	Hampton Inn & Suites Altus	Kim	5/8/2018	71%	67%	114%		100%	100%	97%
4260	Hampton Inn & Suites Altus	Tammy	4/13/2018	86%	133%	113%	100%	100%	83%	105%
4260	Hampton Inn & Suites Altus	Tammy	5/10/2018	86%	133%	114%	100%	100%	83%	105%
4260	Hampton Inn & Suites Altus	Tammy	6/29/2018	100%	133%	114%		100%	50%	109%
4262	Residence Inn Sebring	Brittany	4/11/2018	100%	67%	114%		91%	83%	100%
4262	Residence Inn Sebring	Brittany	5/29/2018	100%	133%	114%		91%	100%	106%
4262	Residence Inn Sebring	Brittany	6/11/2018	100%	100%	86%	100%	100%	100%	95%
4262	Residence Inn Sebring	Kacey	4/12/2018	86%	133%	107%	100%	91%	100%	100%
4262	Residence Inn Sebring	Kacey	5/31/2018	86%	133%	114%		100%	100%	106%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4262	Residence Inn Sebring	Kacey	6/21/2018	100%	100%	114%	100%	100%	100%	106%
4262	Residence Inn Sebring	Tim	5/29/2018	100%	100%	107%	100%	91%	100%	100%
4262	Residence Inn Sebring	Victoria	6/9/2018	86%	67%	114%	100%	82%	83%	95%
4263	Holiday Inn Express Scottsdal	Amanda	4/11/2018	100%	100%	114%	100%	82%	83%	100%
4263	Holiday Inn Express Scottsdal	Amanda	5/18/2018	100%	100%	93%	100%	91%	83%	94%
4263	Holiday Inn Express Scottsdal	Amanda	6/21/2018	100%	100%	114%		91%	100%	103%
4263	Holiday Inn Express Scottsdal	Ian	4/13/2018	100%	67%	114%	100%	82%	100%	97%
4263	Holiday Inn Express Scottsdal	Ian	6/14/2018	71%	100%	114%		91%	100%	97%
4263	Holiday Inn Express Scottsdal	Sheila	5/29/2018	100%	133%	107%		82%	83%	100%
4264	Inn on Lake Superior	Anthony	5/4/2018	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Anthony	6/14/2018	100%	67%	114%	100%	91%	83%	100%
4264	Inn on Lake Superior	Austin	6/23/2018	100%	67%	114%	100%	82%	100%	97%
4264	Inn on Lake Superior	Austin M	5/9/2018	100%	100%	107%	100%	100%	100%	106%
4264	Inn on Lake Superior	Carolyn	4/22/2018	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Carolyn	5/17/2018	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Carter	6/16/2018	100%	100%	107%	100%	100%	100%	103%
4264	Inn on Lake Superior	Daniel	6/24/2018	100%	67%	114%	100%	82%	100%	97%
4264	Inn on Lake Superior	Erin	6/20/2018	100%	100%	114%	100%	91%	83%	103%
4264	Inn on Lake Superior	Joe	5/11/2018	100%	100%	114%	100%	91%	100%	103%
4264	Inn on Lake Superior	Joe	6/18/2018	71%	100%	114%	100%	82%	83%	95%
4264	Inn on Lake Superior	Kaylie	5/8/2018	86%	100%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Kelsey	5/4/2018	100%	100%	114%	100%	91%	100%	103%
4264	Inn on Lake Superior	Kelsey	6/21/2018	100%	133%	107%	100%	91%	100%	103%
4264	Inn on Lake Superior	Luke	4/26/2018	100%	100%	114%		91%	100%	103%
4264	Inn on Lake Superior	Luke	5/10/2018	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Luke	6/12/2018	100%	67%	114%	100%	91%	100%	100%



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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	McKenzie	4/11/2018	100%	100%	114%		82%	100%	100%
4264	Inn on Lake Superior	McKenzie	5/6/2018	100%	100%	114%	100%	100%	67%	106%
4264	Inn on Lake Superior	McKenzie	6/18/2018	100%	100%	114%	100%	82%	100%	100%
4264	Inn on Lake Superior	Victorian	6/14/2018	100%	67%	114%	100%	82%	100%	97%
4265	Hampton Inn Tucson	Earline	4/26/2018	100%	100%	100%		91%	100%	97%
4266	Hampton Inn & Suites ScottsdDeanna		6/23/2018	100%	133%	107%	0%	91%	100%	94%
4266	Hampton Inn & Suites ScottsdSharon		4/16/2018	100%	133%	114%		55%	83%	94%
4266	Hampton Inn & Suites ScottsdSharon		6/23/2018	100%	100%	114%		100%	83%	106%
4266	Hampton Inn & Suites ScottsdShirley		4/10/2018	100%	67%	114%	100%	100%	100%	103%
4266	Hampton Inn & Suites ScottsdShirley		5/9/2018	100%	100%	113%	100%	91%	100%	103%
4266	Hampton Inn & Suites ScottsdShirley		6/4/2018	86%	133%	100%		91%	100%	97%
4266	Hampton Inn & Suites ScottsdVianey		4/15/2018	71%	67%	114%		91%	100%	94%
4266	Hampton Inn & Suites ScottsdVianey		6/16/2018	86%	67%	114%	100%	91%	83%	97%
4267	Sleep Inn Scottsdale	Francisco	4/30/2018	86%	67%	100%		100%	100%	94%
4267	Sleep Inn Scottsdale	Sondra	4/28/2018	86%	133%	86%		100%	83%	94%
4267	Sleep Inn Scottsdale	Sondra	6/20/2018	100%	100%	114%	100%	100%	83%	106%
4268	Hampton Inn Peoria	Denise	5/12/2018	100%	133%	100%		91%	100%	100%
4268	Hampton Inn Peoria	Gabe	4/9/2018	100%	67%	114%	100%	82%	100%	97%
4268	Hampton Inn Peoria	Gabe	5/20/2018	100%	67%	100%		100%	100%	97%
4268	Hampton Inn Peoria	Jazmine	4/17/2018	100%	133%	100%	100%	100%	100%	103%
4268	Hampton Inn Peoria	Jazmine	5/8/2018	100%	133%	100%		100%	100%	103%
4268	Hampton Inn Peoria	Jose	4/6/2018	100%	33%	114%	100%	100%	100%	100%
4268	Hampton Inn Peoria	Jose	5/15/2018	100%	67%	100%		100%	100%	97%
4268	Hampton Inn Peoria	Nicole	5/9/2018	86%	100%	114%		91%	100%	100%
4268	Hampton Inn Peoria	Nicole	6/20/2018	100%	100%	100%		91%	83%	97%
4268	Hampton Inn Peoria	Tammy	6/14/2018	100%	100%	100%		91%	83%	97%



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4270	Hampton Inn Anthem	Ashley	6/29/2018	100%	133%	100%		91%	100%	100%
4270	Hampton Inn Anthem	Carly	4/10/2018	86%	100%	114%		100%	83%	103%
4270	Hampton Inn Anthem	Carly	5/5/2018	100%	100%	100%	100%	91%	100%	97%
4270	Hampton Inn Anthem	Michelle	5/22/2018	86%	67%	114%		91%	100%	97%
4270	Hampton Inn Anthem	Nicole	6/23/2018	100%	133%	100%		91%	100%	100%
4270	Hampton Inn Anthem	Samantha	4/18/2018	100%	133%	100%		100%	100%	103%
4270	Hampton Inn Anthem	Samantha	5/11/2018	100%	133%	100%		100%	100%	103%
4270	Hampton Inn Anthem	Samantha	6/14/2018	100%	133%	114%		91%	100%	106%
4270	Hampton Inn Anthem	Tabitha	4/22/2018	100%	133%	114%	100%	91%	100%	106%
4270	Hampton Inn Anthem	Tabitha	5/17/2018	100%	133%	100%		91%	100%	100%
4271	Hampton Inn & Suites Oxford Alivia		4/18/2018	100%	133%	86%	100%	82%	83%	92%
4271	Hampton Inn & Suites Oxford Bonita		4/25/2018	100%	100%	114%	333%	45%	0%	103%
4271	Hampton Inn & Suites Oxford Bonita		5/11/2018	100%	100%	100%	100%	82%	83%	94%
4271	Hampton Inn & Suites Oxford Deanna		4/11/2018	86%	100%	114%		91%	67%	100%
4271	Hampton Inn & Suites Oxford Deanna		5/10/2018	86%	100%	114%	100%	91%	83%	100%
4272	Best Western Plus Goldsboro Adriana		4/12/2018	86%	67%	100%	100%	91%	83%	92%
4272	Best Western Plus Goldsboro Adriana		5/8/2018	100%	100%	100%	100%	91%	100%	97%
4272	Best Western Plus Goldsboro Adriana		6/8/2018	100%	67%	93%	100%	91%	83%	92%
4272	Best Western Plus Goldsboro Salim		5/10/2018	100%	100%	100%		73%	83%	91%
4272	Best Western Plus Goldsboro Salim		6/15/2018	100%	67%	114%	100%	73%	100%	94%
4272	Best Western Plus Goldsboro Tracey		4/14/2018	100%	67%	114%		91%	100%	100%
4272	Best Western Plus Goldsboro Tracey		5/24/2018	100%	67%	100%		82%	83%	91%
4272	Best Western Plus Goldsboro Tracey		6/15/2018	71%	67%	114%		91%	100%	94%
4273	Hampton Inn Goldsboro	Chandler	4/11/2018	100%	67%	114%		91%	75%	100%
4273	Hampton Inn Goldsboro	Chandler	6/17/2018	100%	100%	114%	100%	91%	83%	103%
4273	Hampton Inn Goldsboro	Nikki	5/21/2018	100%	33%	114%	100%	82%	100%	94%



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4274	AmericInn Minocqua	Barbara	4/23/2018	57%	100%	100%	100%	91%	83%	90%
4274	AmericInn Minocqua	Barbara	5/14/2018	100%	100%	114%		91%	100%	103%
4274	AmericInn Minocqua	Barbara	6/17/2018	100%	67%	100%		82%	100%	91%
4274	AmericInn Minocqua	Bob	4/10/2018	100%	67%	114%	100%	91%	83%	100%
4274	AmericInn Minocqua	Dawn	4/18/2018	100%	67%	114%	100%	91%	100%	100%
4274	AmericInn Minocqua	Dawn	5/29/2018	100%	0%	114%		91%	83%	94%
4274	AmericInn Minocqua	Rose	4/12/2018	100%	133%	114%	100%	100%	83%	108%
4274	AmericInn Minocqua	Rose	5/13/2018	100%	133%	100%		100%	83%	103%
4274	AmericInn Minocqua	Rose	6/30/2018	100%	133%	114%		100%	83%	109%
4275	Country Inn & Suites Houghto	Andrea	5/15/2018	100%	100%	114%	100%	73%	100%	97%
4275	Country Inn & Suites Houghto	Andrea	6/11/2018	100%	67%	114%	100%	82%	100%	97%
4275	Country Inn & Suites Houghto	Brittany	4/17/2018	100%	133%	114%		45%	100%	91%
4275	Country Inn & Suites Houghto	Brittany	5/21/2018	100%	67%	114%		91%	100%	100%
4275	Country Inn & Suites Houghto	Brittany	6/10/2018	100%	100%	114%	100%	100%	100%	106%
4275	Country Inn & Suites Houghto	Kristina	4/12/2018	100%	133%	114%		100%	100%	109%
4275	Country Inn & Suites Houghto	Kristina	5/13/2018	100%	133%	107%	100%	100%	75%	105%
4275	Country Inn & Suites Houghto	Kristina	6/8/2018	100%	133%	107%	100%	100%	67%	106%
4275	Country Inn & Suites Houghto	Nichole	5/13/2018	100%	100%	114%	100%	91%	83%	103%
4275	Country Inn & Suites Houghto	Nichole	6/12/2018	100%	100%	114%	100%	82%	83%	100%
4275	Country Inn & Suites Houghto	Paige	4/23/2018	86%	100%	114%		100%	100%	103%
4275	Country Inn & Suites Houghto	Paige	5/15/2018	100%	133%	114%		100%	100%	109%
4275	Country Inn & Suites Houghto	Paige	6/7/2018	100%	133%	114%	100%	100%	100%	108%
4276	Holiday Inn Express Lawrence	Alison	4/22/2018	71%	133%	114%		100%	83%	103%
4276	Holiday Inn Express Lawrence	Alison	5/6/2018	100%	133%	114%	100%	100%	100%	108%
4276	Holiday Inn Express Lawrence	Alison	6/20/2018	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express Lawrence	Brett	4/18/2018	100%	67%	100%	100%	91%	100%	94%



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4276	Holiday Inn Express LawrenceBrett	6/28/2018	100%	133%	114%	100%	91%	50%	106%
4276	Holiday Inn Express LawrenceLesli	6/21/2018	100%	67%	100%	100%	100%	100%	97%
4277	Hampton Inn & Suites Rogers Ammy	4/18/2018	100%	100%	114%	100%	91%	50%	103%
4277	Hampton Inn & Suites Rogers Amy	4/21/2018	100%	100%	114%	100%	91%	100%	103%
4277	Hampton Inn & Suites Rogers Amy	5/10/2018	100%	133%	114%	100%	91%	100%	106%
4277	Hampton Inn & Suites Rogers Amy	6/8/2018	100%	133%	114%	100%	73%	100%	100%
4277	Hampton Inn & Suites Rogers Cody	4/19/2018	100%	100%	114%	100%	91%	100%	103%
4277	Hampton Inn & Suites Rogers Cody	5/30/2018	100%	100%	100%		91%	100%	97%
4278	Hampton Inn Hibbing Amber	5/7/2018	100%	67%	114%	100%	91%	100%	100%
4278	Hampton Inn Hibbing Amber	6/14/2018	100%	100%	100%	100%	91%	100%	97%
4278	Hampton Inn Hibbing Dell	4/9/2018	100%	100%	114%		73%	100%	97%
4278	Hampton Inn Hibbing Denise	4/8/2018	100%	100%	114%	100%	91%	100%	103%
4278	Hampton Inn Hibbing Denise	6/12/2018	100%	133%	114%	100%	100%	50%	108%
4278	Hampton Inn Hibbing Dom	6/11/2018	100%	100%	114%	100%	100%	100%	106%
4278	Hampton Inn Hibbing Dominique	4/6/2018	100%	100%	86%	100%	100%	100%	94%
4278	Hampton Inn Hibbing Jackie	4/7/2018	100%	100%	114%	100%	91%	100%	103%
4278	Hampton Inn Hibbing Jackie	5/9/2018	100%	100%	114%	0%	91%	100%	94%
4278	Hampton Inn Hibbing Jackie	6/8/2018	100%	100%	114%	100%	91%	100%	103%
4278	Hampton Inn Hibbing Rachel	4/13/2018	100%	67%	86%	100%	100%	100%	92%
4279	Hampton Inn Scottsdale SheaBrandon	5/31/2018	100%	67%	100%	100%	82%	100%	92%
4279	Hampton Inn Scottsdale SheaBrendon	6/22/2018	100%	133%	107%		82%	83%	100%
4279	Hampton Inn Scottsdale SheaRayanna	5/30/2018	100%	33%	114%		91%	83%	97%
4280	Hilton Garden Inn Oxford Daisy	4/16/2018	100%	133%	86%	100%	91%	83%	95%
4280	Hilton Garden Inn Oxford Stephanie	4/29/2018	100%	100%	86%	100%	91%	83%	92%
4280	Hilton Garden Inn Oxford Stephanie	6/19/2018	100%	133%	114%	100%	91%	83%	106%
4281	Home2 Suites Oxford Meaghan	6/18/2018	100%	100%	100%	100%	91%	100%	97%



90% and Over Agent Shop Score Report Q2

Reservation Agent Detail April through June, 2018

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4281	Home2 Suites Oxford	Michele	4/6/2018	100%	100%	100%		91%	100%	97%
4281	Home2 Suites Oxford	Michele	6/8/2018	100%	100%	100%		100%	83%	100%
4281	Home2 Suites Oxford	Michelle	5/28/2018	100%	100%	100%		100%	83%	100%
4281	Home2 Suites Oxford	Tracey	4/11/2018	86%	100%	100%	100%	100%	83%	97%
4282	Fairfield Inn & Suites Savannah	Jazmin	4/13/2018	100%	100%	100%		91%	50%	97%
4282	Fairfield Inn & Suites Savannah	Jennie	4/9/2018	100%	133%	100%	100%	100%	83%	103%
4282	Fairfield Inn & Suites Savannah	Jennie	6/16/2018	100%	133%	114%		82%	100%	103%
4283	SpringHill Suites Statesboro	Christin	4/22/2018	86%	133%	100%		100%	100%	100%
4283	SpringHill Suites Statesboro	Christin	5/5/2018	86%	100%	114%	100%	78%	67%	97%
4283	SpringHill Suites Statesboro	Nicole	4/11/2018	100%	100%	100%		82%	100%	94%
4283	SpringHill Suites Statesboro	Nicole	5/8/2018	100%	100%	100%	100%	91%	100%	97%
4283	SpringHill Suites Statesboro	Nicole	6/13/2018	100%	133%	100%		82%	83%	97%
4283	SpringHill Suites Statesboro	Stephanie	5/4/2018	100%	67%	114%	0%	100%	50%	94%
4283	SpringHill Suites Statesboro	Tessa	4/30/2018	71%	100%	114%		100%	83%	100%
4284	Courtyard by Marriott Tupelo	LaBradford	5/17/2018	86%	100%	114%		82%	83%	97%
4284	Courtyard by Marriott Tupelo	Mya	4/21/2018	100%	133%	107%		91%	50%	103%
4284	Courtyard by Marriott Tupelo	Mya	5/6/2018	86%	133%	114%		100%	100%	106%
4284	Courtyard by Marriott Tupelo	Mya	6/19/2018	100%	133%	114%		100%	100%	109%
4284	Courtyard by Marriott Tupelo	Shuntasia	5/19/2018	86%	100%	100%	100%	100%	100%	97%
4284	Courtyard by Marriott Tupelo	Shuntasia	6/9/2018	71%	100%	114%	100%	91%	100%	97%
4285	Fairfield Inn & Suites Saltillo	Karla	5/16/2018	100%	100%	100%	100%	91%	100%	97%
4285	Fairfield Inn & Suites Saltillo	Karla	6/19/2018	100%	100%	100%	100%	91%	100%	97%
4285	Fairfield Inn & Suites Saltillo	Kayla	4/12/2018	100%	100%	100%	100%	82%	100%	95%
4285	Fairfield Inn & Suites Saltillo	Kayla	5/17/2018	100%	100%	100%	100%	82%	50%	94%
4285	Fairfield Inn & Suites Saltillo	Kayla	6/11/2018	86%	100%	100%		91%	17%	94%



90% and Over Agent Shop Score Report Q2

Reservation Agent Detail April through June, 2018

ZMC Hotels Scores	95%	98%	108%	103%	90%	89%	100%
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