



90% and Over Agent Shop Score Report for Q3

Reservation Agent Detail through September, 2019

All Hotels	Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4250 Holiday Inn Express Independ Becci	8/12/2019	100%	67%	93%	333%	45%	0%	92%
4250 Holiday Inn Express Independ Leland	7/27/2019	100%	67%	114%		82%	83%	97%
4250 Holiday Inn Express Independ Megan	9/5/2019	100%	67%	107%	100%	73%	83%	92%
4251 Hampton Inn Lake Havasu Carol	7/7/2019	100%	67%	114%		91%	67%	100%
4251 Hampton Inn Lake Havasu Carol	8/8/2019	100%	67%	114%	100%	100%	100%	103%
4251 Hampton Inn Lake Havasu Carol	9/17/2019	100%	100%	114%		82%	100%	100%
4251 Hampton Inn Lake Havasu Jerrie	9/21/2019	100%	67%	114%	100%	91%	100%	100%
4251 Hampton Inn Lake Havasu Karen	9/28/2019	86%	100%	114%		82%	100%	97%
4251 Hampton Inn Lake Havasu Lauren	8/24/2019	100%	100%	86%	100%	91%	100%	92%
4251 Hampton Inn Lake Havasu Sherri	8/20/2019	100%	67%	114%	100%	82%	100%	97%
4252 AmericInn Ashland Cathy	8/15/2019	100%	67%	114%	100%	82%	100%	97%
4252 AmericInn Ashland Cathy	9/12/2019	100%	67%	100%		82%	100%	91%
4252 AmericInn Ashland Jeff	8/20/2019	86%	100%	114%	100%	91%	100%	100%
4252 AmericInn Ashland Jeff	9/6/2019	100%	133%	114%		91%	83%	106%
4252 AmericInn Ashland Maija	7/2/2019	100%	67%	107%	100%	91%	83%	97%
4252 AmericInn Ashland Maija	8/20/2019	100%	100%	114%		91%	100%	103%
4252 AmericInn Ashland Michelle	8/14/2019	100%	100%	114%	100%	73%	100%	97%
4252 AmericInn Ashland Venise	8/11/2019	100%	133%	107%	0%	91%	100%	94%
4252 AmericInn Ashland Venise	9/6/2019	60%	100%	114%		91%	83%	97%
4253 Edgewater Hotel & Waterpark Alysa	8/19/2019	100%	100%	107%	100%	82%	83%	97%
4253 Edgewater Hotel & Waterpark Alysa	9/12/2019	100%	67%	100%	100%	91%	83%	95%
4253 Edgewater Hotel & Waterpark Amy	8/12/2019	100%	67%	114%	100%	82%	50%	97%
4253 Edgewater Hotel & Waterpark Andre	8/17/2019	100%	67%	114%	100%	82%	100%	97%
4253 Edgewater Hotel & Waterpark Jane	8/31/2019	100%	67%	114%	100%	91%	100%	100%
4253 Edgewater Hotel & Waterpark Karissa	8/30/2019	86%	33%	114%		82%	100%	91%
4253 Edgewater Hotel & Waterpark Karissa	9/27/2019	100%	67%	100%	100%	91%	67%	94%



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4253	Edgewater Hotel & Waterpark Nicole	9/14/2019	100%	100%	114%		73%	50%	97%
4253	Edgewater Hotel & Waterpark Sade	9/28/2019	100%	100%	100%	100%	91%	100%	97%
4253	Edgewater Hotel & Waterpark Sidney	9/13/2019	100%	67%	100%	100%	91%	83%	94%
4254	Days Inn Duluth Doug	8/15/2019	43%	100%	114%		91%	100%	91%
4254	Days Inn Duluth Doug	9/7/2019	100%	33%	100%		100%	100%	94%
4254	Days Inn Duluth Eric	9/4/2019	100%	33%	107%	100%	82%	100%	92%
4254	Days Inn Duluth Holly	7/24/2019	100%	67%	86%	100%	100%	100%	92%
4254	Days Inn Duluth Holly	8/8/2019	100%	67%	114%		100%	100%	103%
4254	Days Inn Duluth Holly	9/5/2019	71%	133%	114%	100%	100%	100%	103%
4254	Days Inn Duluth Kelly	7/25/2019	71%	133%	114%	100%	100%	83%	103%
4254	Days Inn Duluth Kelly	8/7/2019	71%	67%	100%		100%	100%	91%
4254	Days Inn Duluth Kelly	9/5/2019	86%	33%	100%		100%	83%	91%
4254	Days Inn Duluth Stephen	9/16/2019	100%	67%	114%	100%	100%	100%	103%
4255	Downtown Duluth Inn Dewaine	8/6/2019	100%	33%	107%		82%	50%	91%
4255	Downtown Duluth Inn Michelle	9/10/2019	100%	100%	114%		91%	100%	103%
4256	Best Western Bridgeview Allie	7/2/2019	100%	133%	114%		100%	100%	109%
4256	Best Western Bridgeview Allie	8/9/2019	100%	133%	114%		100%	100%	109%
4256	Best Western Bridgeview Allie	9/9/2019	100%	133%	107%	100%	91%	100%	103%
4256	Best Western Bridgeview Brentton	9/9/2019	100%	133%	71%	100%	100%	100%	92%
4257	Comfort Suites Independence Jamie	8/17/2019	100%	133%	114%	100%	91%	83%	106%
4257	Comfort Suites Independence Suzanna	8/11/2019	100%	133%	114%	100%	91%	83%	106%
4257	Comfort Suites Independence Suzanna	9/13/2019	100%	100%	100%		82%	83%	94%
4257	Comfort Suites Independence Travis	8/11/2019	100%	67%	100%		82%	83%	91%
4258	Days Inn Altus John	7/11/2019	100%	100%	100%	100%	100%	100%	100%
4258	Days Inn Altus John	8/26/2019	100%	100%	100%		100%	100%	100%
4258	Days Inn Altus John	9/10/2019	100%	100%	100%		100%	100%	100%



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4258	Days Inn Altus	Melissa	8/8/2019	100%	133%	100%		100%	100%	103%
4258	Days Inn Altus	Melissa	9/10/2019	100%	133%	114%		100%	100%	109%
4258	Days Inn Altus	Robin	7/9/2019	100%	100%	93%	100%	100%	100%	97%
4258	Days Inn Altus	Robin	8/9/2019	100%	133%	100%		100%	100%	103%
4258	Days Inn Altus	Robin	9/5/2019	100%	100%	93%		91%	83%	94%
4258	Days Inn Altus	Steven	7/27/2019	100%	100%	100%	100%	100%	100%	100%
4258	Days Inn Altus	Steven	8/9/2019	100%	100%	100%		91%	100%	97%
4259	Days Inn & Suites Scottsdale	Ashley	8/21/2019	100%	67%	114%		82%	100%	97%
4259	Days Inn & Suites Scottsdale	Ashley	9/25/2019	100%	33%	107%	100%	82%	100%	92%
4259	Days Inn & Suites Scottsdale	Ashley L	7/19/2019	100%	33%	114%		82%	83%	94%
4259	Days Inn & Suites Scottsdale	Erin	7/25/2019	100%	33%	114%		82%	100%	94%
4259	Days Inn & Suites Scottsdale	Erin	9/26/2019	100%	133%	114%	100%	82%	100%	103%
4259	Days Inn & Suites Scottsdale	Kristen	7/25/2019	100%	100%	114%	100%	82%	100%	100%
4259	Days Inn & Suites Scottsdale	Kristen	9/17/2019	100%	67%	114%	100%	91%	100%	100%
4259	Days Inn & Suites Scottsdale	Trevor	7/15/2019	100%	33%	107%	100%	82%	83%	92%
4259	Days Inn & Suites Scottsdale	Trevor	9/22/2019	100%	33%	114%	100%	82%	50%	94%
4260	Hampton Inn & Suites Altus	Anesha	8/13/2019	100%	33%	107%	100%	82%	100%	92%
4260	Hampton Inn & Suites Altus	Anesha	9/8/2019	100%	100%	114%		82%	100%	100%
4260	Hampton Inn & Suites Altus	Cody	7/31/2019	100%	100%	118%	0%	91%	100%	94%
4260	Hampton Inn & Suites Altus	Cody	9/21/2019	100%	100%	114%	100%	100%	100%	106%
4260	Hampton Inn & Suites Altus	Kim	7/22/2019	100%	100%	114%		100%	100%	106%
4260	Hampton Inn & Suites Altus	Kim	9/12/2019	100%	100%	114%		100%	100%	106%
4260	Hampton Inn & Suites Altus	Tammy	7/15/2019	100%	133%	117%		100%	100%	110%
4260	Hampton Inn & Suites Altus	Tammy	8/19/2019	100%	133%	100%		100%	100%	103%
4260	Hampton Inn & Suites Altus	Tammy	9/13/2019	100%	133%	114%		100%	100%	109%
4262	Residence Inn Sebring	Aracelie	8/21/2019	100%	67%	114%		100%	100%	103%



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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	Kayla	8/7/2019	86%	133%	114%	100%	91%	100%	103%
4262	Residence Inn Sebring	Kayla	9/11/2019	100%	133%	100%	100%	91%	100%	100%
4262	Residence Inn Sebring	Randy	8/20/2019	100%	67%	114%		91%	100%	100%
4263	Holiday Inn Express Scottsdal	Amanda	7/11/2019	100%	100%	114%	100%	91%	100%	103%
4263	Holiday Inn Express Scottsdal	Amanda	8/8/2019	100%	133%	114%		91%	83%	106%
4263	Holiday Inn Express Scottsdal	Amanda	9/18/2019	71%	67%	114%	100%	100%	83%	97%
4263	Holiday Inn Express Scottsdal	Sheila	7/12/2019	86%	133%	114%		73%	50%	97%
4263	Holiday Inn Express Scottsdal	Sheila	8/13/2019	71%	133%	114%		82%	83%	97%
4263	Holiday Inn Express Scottsdal	Sheila	9/30/2019	86%	133%	107%	100%	82%	50%	97%
4264	Inn on Lake Superior	Anthony	8/12/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Carly	9/15/2019	100%	100%	114%	100%	91%	100%	103%
4264	Inn on Lake Superior	Carolyn	7/25/2019	100%	100%	114%		100%	100%	106%
4264	Inn on Lake Superior	Carolyn	9/5/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Jessica	7/14/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Joe	9/5/2019	100%	133%	114%	100%	82%	100%	103%
4264	Inn on Lake Superior	Karli	9/4/2019	100%	100%	114%	100%	100%	100%	106%
4264	Inn on Lake Superior	Kelsey	7/29/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Kelsey	9/14/2019	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Timothy	8/15/2019	100%	133%	114%	100%	45%	100%	92%
4266	Hampton Inn & Suites Scottsd	Sharon	8/13/2019	86%	133%	114%	100%	91%	100%	103%
4266	Hampton Inn & Suites Scottsd	Sharon	9/19/2019	100%	100%	114%		100%	100%	106%
4266	Hampton Inn & Suites Scottsd	Shirley	7/26/2019	100%	133%	114%	100%	45%	100%	92%
4266	Hampton Inn & Suites Scottsd	Shirley	8/28/2019	100%	67%	113%	100%	100%	100%	103%
4266	Hampton Inn & Suites Scottsd	Shirley	9/13/2019	100%	133%	114%		100%	100%	109%
4266	Hampton Inn & Suites Scottsd	Vianey	9/17/2019	100%	100%	114%		91%	100%	103%
4267	Sleep Inn Scottsdale	Francisco	7/16/2019	100%	100%	100%		82%	83%	94%



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4267	Sleep Inn Scottsdale	Sondra	7/31/2019	100%	133%	86%		100%	83%	97%
4267	Sleep Inn Scottsdale	Sondra	8/13/2019	100%	133%	86%		100%	83%	97%
4268	Hampton Inn Peoria	Abby	8/20/2019	100%	33%	114%	100%	82%	100%	94%
4268	Hampton Inn Peoria	Gabe	7/24/2019	100%	100%	100%		100%	83%	100%
4268	Hampton Inn Peoria	Gabriel	9/10/2019	100%	100%	93%		91%	83%	94%
4268	Hampton Inn Peoria	Jose	7/15/2019	86%	33%	107%		91%	100%	91%
4268	Hampton Inn Peoria	Robert	7/18/2019	100%	100%	100%	100%	82%	83%	94%
4268	Hampton Inn Peoria	Robert	9/13/2019	71%	100%	114%		82%	67%	94%
4269	Holiday Inn Express Oxford	Annette	8/11/2019	100%	133%	114%	100%	82%	100%	103%
4269	Holiday Inn Express Oxford	Jan	8/10/2019	100%	100%	114%	100%	73%	100%	97%
4269	Holiday Inn Express Oxford	Kristie	8/24/2019	100%	133%	86%		82%	100%	91%
4269	Holiday Inn Express Oxford	Kristie	9/5/2019	100%	133%	100%		90%	100%	100%
4269	Holiday Inn Express Oxford	Ty	9/11/2019	100%	100%	100%		100%	100%	100%
4270	Hampton Inn Anthem	Nicole	7/9/2019	100%	133%	100%		100%	100%	103%
4270	Hampton Inn Anthem	Salena	7/8/2019	100%	133%	100%		100%	100%	103%
4270	Hampton Inn Anthem	Salena	8/18/2019	100%	133%	100%	100%	91%	100%	100%
4270	Hampton Inn Anthem	Sommer	7/8/2019	100%	133%	100%		100%	100%	103%
4270	Hampton Inn Anthem	Sommer	8/22/2019	86%	100%	100%		82%	100%	91%
4270	Hampton Inn Anthem	Sommer	9/10/2019	100%	133%	114%		100%	100%	109%
4271	Hampton Inn & Suites Oxford Alivia		8/27/2019	100%	133%	86%	100%	100%	100%	97%
4271	Hampton Inn & Suites Oxford Deanna		7/14/2019	100%	100%	114%		91%	83%	103%
4271	Hampton Inn & Suites Oxford Raymond		8/8/2019	86%	133%	86%	100%	91%	100%	92%
4272	Best Western Plus Goldsboro Belinda		7/7/2019	100%	100%	114%		91%	83%	103%
4272	Best Western Plus Goldsboro Belinda		9/12/2019	100%	67%	114%		82%	83%	97%
4272	Best Western Plus Goldsboro Cristina		8/27/2019	100%	100%	100%	100%	91%	100%	97%
4273	Hampton Inn Goldsboro	Chandler	7/11/2019	100%	100%	114%	100%	91%	100%	103%



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4273	Hampton Inn Goldsboro	Chandler	9/9/2019	71%	100%	114%	100%	91%	100%	97%
4273	Hampton Inn Goldsboro	Stacy	7/10/2019	86%	100%	7%		0%	167%	100%
4274	AmericInn Minocqua	Barbara	7/7/2019	100%	67%	114%		73%	17%	94%
4274	AmericInn Minocqua	Barbara	9/8/2019	100%	100%	114%	100%	82%	100%	100%
4274	AmericInn Minocqua	Dawn	8/12/2019	100%	0%	114%	100%	91%	100%	94%
4274	AmericInn Minocqua	Shannon	9/13/2019	100%	67%	114%	100%	91%	100%	100%
4275	Country Inn & Suites Houghto Ellie		7/18/2019	100%	133%	107%	100%	82%	100%	100%
4275	Country Inn & Suites Houghto Evonne		7/24/2019	100%	100%	100%	100%	91%	100%	97%
4275	Country Inn & Suites Houghto Evonne		8/20/2019	100%	133%	107%	100%	55%	50%	92%
4275	Country Inn & Suites Houghto Evonne		9/5/2019	100%	100%	100%		91%	100%	97%
4275	Country Inn & Suites Houghto Jada		7/30/2019	86%	100%	114%	100%	82%	100%	97%
4275	Country Inn & Suites Houghto Jada		9/6/2019	100%	100%	114%	100%	91%	83%	103%
4275	Country Inn & Suites Houghto Marcia		7/7/2019	71%	133%	114%		100%	83%	103%
4275	Country Inn & Suites Houghto Marcia		9/6/2019	100%	100%	114%	100%	82%	100%	100%
4275	Country Inn & Suites Houghto Nichole		8/14/2019	100%	133%	113%		91%	83%	106%
4275	Country Inn & Suites Houghto Nichole		9/6/2019	100%	100%	114%		82%	83%	100%
4275	Country Inn & Suites Houghto Paige		8/15/2019	100%	100%	86%	100%	100%	83%	94%
4276	Holiday Inn Express LawrenceAlison		7/15/2019	100%	133%	114%	100%	100%	67%	108%
4276	Holiday Inn Express LawrenceAlison		8/18/2019	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express LawrenceAlison		9/19/2019	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express LawrenceBrianna		9/11/2019	100%	133%	114%		55%	100%	94%
4276	Holiday Inn Express LawrenceLesli		7/5/2019	100%	133%	100%	100%	100%	83%	103%
4277	Hampton Inn & Suites Rogers Ammy		7/8/2019	100%	100%	100%		82%	83%	94%
4277	Hampton Inn & Suites Rogers Ammy		8/9/2019	100%	67%	100%	100%	82%	100%	92%
4277	Hampton Inn & Suites Rogers Jeremy		8/6/2019	100%	33%	100%	100%	91%	100%	92%
4278	Hampton Inn Hibbing	Amber	7/26/2019	100%	100%	114%	100%	73%	83%	97%



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4278	Hampton Inn Hibbing	Amber	8/6/2019	100%	100%	107%	100%	91%	100%	100%
4278	Hampton Inn Hibbing	Amber	9/19/2019	100%	100%	86%	100%	91%	100%	92%
4278	Hampton Inn Hibbing	Denise	7/30/2019	86%	100%	114%	100%	91%	100%	100%
4278	Hampton Inn Hibbing	Denise	8/7/2019	86%	100%	114%	100%	100%	100%	103%
4278	Hampton Inn Hibbing	Denise	9/17/2019	100%	100%	114%	100%	91%	100%	103%
4278	Hampton Inn Hibbing	Jackie	8/6/2019	60%	100%	114%	100%	91%	100%	97%
4278	Hampton Inn Hibbing	Riley	8/5/2019	100%	100%	114%	100%	82%	100%	100%
4279	Hampton Inn Scottsdale Shea	Melissa	8/10/2019	100%	100%	100%	100%	73%	100%	92%
4279	Hampton Inn Scottsdale Shea	Melissa	9/15/2019	100%	100%	100%		82%	100%	94%
4279	Hampton Inn Scottsdale Shea	Rudy	9/10/2019	100%	0%	114%	100%	91%	100%	94%
4280	Hilton Garden Inn Oxford	Derrick	7/27/2019	100%	100%	86%	100%	91%	83%	92%
4280	Hilton Garden Inn Oxford	Derrick	8/26/2019	100%	100%	86%		100%	100%	94%
4280	Hilton Garden Inn Oxford	Gail	8/19/2019	100%	100%	86%		91%	100%	91%
4280	Hilton Garden Inn Oxford	Stephanie	7/19/2019	100%	133%	114%		91%	83%	106%
4280	Hilton Garden Inn Oxford	Stephanie	8/23/2019	100%	133%	117%		91%	100%	106%
4280	Hilton Garden Inn Oxford	Stephanie	9/18/2019	100%	133%	114%	100%	82%	83%	103%
4281	Home2 Suites Oxford	Chris	8/20/2019	86%	67%	114%		82%	83%	94%
4281	Home2 Suites Oxford	Christopher	9/7/2019	60%	133%	100%	100%	91%	100%	94%
4281	Home2 Suites Oxford	Kala	9/8/2019	100%	133%	100%	100%	91%	100%	100%
4281	Home2 Suites Oxford	Michele	8/22/2019	100%	33%	114%	100%	91%	83%	97%
4281	Home2 Suites Oxford	Michele	9/6/2019	100%	67%	100%		91%	100%	94%
4281	Home2 Suites Oxford	Tiajuana	7/11/2019	100%	100%	114%	100%	91%	83%	103%
4281	Home2 Suites Oxford	Tiajuana	9/11/2019	71%	100%	100%	100%	100%		95%
4282	Fairfield Inn & Suites Savann	Avery	8/20/2019	100%	133%	114%	100%	91%	67%	106%
4282	Fairfield Inn & Suites Savann	Avery	9/24/2019	100%	100%	100%		91%	67%	97%
4282	Fairfield Inn & Suites Savann	Tammy	7/8/2019	100%	100%	114%		82%	100%	100%



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4282 Fairfield Inn & Suites Savanna Tammy	8/21/2019	100%	100%	114%	100%	91%	100%	103%
4282 Fairfield Inn & Suites Savanna Tammy	9/26/2019	100%	100%	114%		100%	50%	106%
4282 Fairfield Inn & Suites Savanna Tashonna	7/6/2019	100%	133%	71%	100%	100%	83%	91%
4283 SpringHill Suites Statesboro Arden	9/14/2019	100%	100%	100%	100%	91%	100%	97%
4283 SpringHill Suites Statesboro Jennifer	8/13/2019	100%	133%	86%		91%	100%	94%
4283 SpringHill Suites Statesboro Jennifer	9/13/2019	71%	133%	100%		100%	83%	97%
4283 SpringHill Suites Statesboro Robin	9/25/2019	100%	100%	100%	100%	91%	83%	97%
4284 Courtyard by Marriott Tupelo Alexis	9/9/2019	100%	133%	86%	100%	82%	100%	92%
4284 Courtyard by Marriott Tupelo Brittany	9/12/2019	100%	133%	114%		82%	100%	103%
4284 Courtyard by Marriott Tupelo Mya	8/26/2019	100%	100%	86%	100%	91%	100%	92%
4284 Courtyard by Marriott Tupelo Mya	9/9/2019	100%	133%	114%		100%	100%	109%
4285 Fairfield Inn & Suites Saltillo Paige	7/28/2019	100%	67%	100%	100%	82%	100%	92%
4285 Fairfield Inn & Suites Saltillo Paige	8/19/2019	100%	133%	114%	100%	45%	50%	92%
4285 Fairfield Inn & Suites Saltillo Paige	9/17/2019	100%	67%	100%	100%	82%	67%	92%
4285 Fairfield Inn & Suites Saltillo Patrice	7/27/2019	100%	133%	79%		91%	100%	91%
4285 Fairfield Inn & Suites Saltillo Patrice	9/26/2019	100%	100%	114%	100%	91%	67%	103%
4286 Hampton Inn New Albany Jamyra	9/9/2019	100%	133%	86%	100%	100%	83%	97%
4286 Hampton Inn New Albany Kristle	8/29/2019	100%	133%	100%	100%	100%	100%	103%
4286 Hampton Inn New Albany Kristle	9/15/2019	100%	133%	100%	100%	91%	83%	100%
4287 Tru by Hilton Sebring Steve	7/21/2019	100%	67%	100%		91%	100%	94%
4287 Tru by Hilton Sebring Steve	8/13/2019	100%	33%	114%		82%	100%	94%
4287 Tru by Hilton Sebring Victoria	7/14/2019	71%	100%	100%	100%	91%	100%	92%
4287 Tru by Hilton Sebring Victoria	9/15/2019	100%	100%	100%		100%	100%	100%

ZMC Hotels Scores	96%	100%	106%	102%	89%	92%	99%
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