



# 90% and Over Agent Shop Score Report Comparisons by Skill

## Reservation Agent Detail for Q4 December, 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 Britney | 12/6/2018  | 100%     | 100%                   | 107%         |                    | 82%              | 83%    | 97%           |
| 4250 Holiday Inn Express Independ Curtis  | 10/13/2018 | 71%      | 67%                    | 114%         |                    | 82%              | 83%    | 91%           |
| 4250 Holiday Inn Express Independ Curtis  | 11/4/2018  | 100%     | 67%                    | 114%         | 100%               | 91%              | 83%    | 100%          |
| 4250 Holiday Inn Express Independ Leland  | 10/17/2018 | 100%     | 67%                    | 100%         |                    | 82%              | 83%    | 91%           |
| 4250 Holiday Inn Express Independ Leland  | 12/14/2018 | 100%     | 67%                    | 114%         |                    | 82%              | 83%    | 97%           |
| 4251 Hampton Inn Lake Havasu Carol        | 10/10/2018 | 86%      | 100%                   | 114%         | 100%               | 82%              | 100%   | 97%           |
| 4251 Hampton Inn Lake Havasu Carol        | 12/17/2018 | 86%      | 133%                   | 114%         | 100%               | 82%              | 100%   | 100%          |
| 4251 Hampton Inn Lake Havasu Jerrie       | 10/11/2018 | 100%     | 67%                    | 114%         |                    | 91%              | 100%   | 100%          |
| 4251 Hampton Inn Lake Havasu Lexi         | 10/17/2018 | 100%     | 133%                   | 114%         | 0%                 | 91%              | 67%    | 106%          |
| 4251 Hampton Inn Lake Havasu Lexi         | 11/3/2018  | 100%     | 100%                   | 114%         |                    | 91%              | 100%   | 103%          |
| 4251 Hampton Inn Lake Havasu Lexi         | 12/6/2018  | 100%     | 100%                   | 114%         | 0%                 | 82%              | 83%    | 92%           |
| 4251 Hampton Inn Lake Havasu Makenli      | 10/15/2018 | 100%     | 67%                    | 114%         | 100%               | 82%              | 50%    | 97%           |
| 4251 Hampton Inn Lake Havasu Makenli      | 11/4/2018  | 100%     | 133%                   | 107%         |                    | 82%              | 100%   | 100%          |
| 4252 AmericInn Ashland Cathy              | 10/18/2018 | 100%     | 67%                    | 114%         |                    | 82%              | 100%   | 97%           |
| 4252 AmericInn Ashland Cathy              | 11/14/2018 | 100%     | 100%                   | 114%         |                    | 73%              | 100%   | 97%           |
| 4252 AmericInn Ashland Cathy              | 12/12/2018 | 100%     | 67%                    | 114%         |                    | 82%              | 100%   | 97%           |
| 4252 AmericInn Ashland Dani               | 12/11/2018 | 100%     | 100%                   | 100%         | 100%               | 82%              | 83%    | 94%           |
| 4252 AmericInn Ashland Eloise             | 12/12/2018 | 100%     | 67%                    | 114%         | 100%               | 82%              | 83%    | 97%           |
| 4252 AmericInn Ashland Heather            | 10/20/2018 | 100%     | 33%                    | 107%         |                    | 91%              | 83%    | 94%           |
| 4252 AmericInn Ashland Heather            | 12/15/2018 | 100%     | 67%                    | 100%         |                    | 100%             | 100%   | 97%           |
| 4252 AmericInn Ashland Jeff               | 10/22/2018 | 86%      | 100%                   | 114%         |                    | 91%              | 100%   | 100%          |
| 4252 AmericInn Ashland Jeff               | 11/11/2018 | 100%     | 100%                   | 114%         |                    | 91%              | 100%   | 103%          |
| 4252 AmericInn Ashland Jeff               | 12/7/2018  | 100%     | 133%                   | 79%          | 100%               | 91%              | 100%   | 92%           |
| 4252 AmericInn Ashland Maija              | 10/20/2018 | 100%     | 67%                    | 107%         |                    | 82%              | 100%   | 94%           |
| 4252 AmericInn Ashland Maija              | 12/2/2018  | 100%     | 100%                   | 114%         | 0%                 | 82%              | 100%   | 92%           |
| 4252 AmericInn Ashland Venise             | 10/19/2018 | 86%      | 100%                   | 114%         |                    | 82%              | 100%   | 97%           |



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| 4252       | AmericInn Ashland                    | Venise   | 11/3/2018  | 100%     | 100%                   | 114%         |                    | 91%              | 100%   | 103%          |
| 4253       | Edgewater Hotel & Waterpark Alex     |          | 11/7/2018  | 100%     | 100%                   | 114%         |                    | 91%              | 100%   | 103%          |
| 4253       | Edgewater Hotel & Waterpark Alex     |          | 12/2/2018  | 100%     | 133%                   | 93%          |                    | 100%             | 100%   | 100%          |
| 4253       | Edgewater Hotel & Waterpark Ali W    |          | 12/2/2018  | 100%     | 100%                   | 114%         | 100%               | 91%              | 83%    | 103%          |
| 4253       | Edgewater Hotel & Waterpark Allison  |          | 10/19/2018 | 100%     | 133%                   | 114%         | 100%               | 91%              | 83%    | 106%          |
| 4253       | Edgewater Hotel & Waterpark Allison  |          | 11/4/2018  | 100%     | 100%                   | 114%         |                    | 82%              | 83%    | 100%          |
| 4253       | Edgewater Hotel & Waterpark Allison  |          | 12/8/2018  | 100%     | 133%                   | 114%         | 100%               | 100%             | 83%    | 108%          |
| 4253       | Edgewater Hotel & Waterpark Aly      |          | 10/9/2018  | 100%     | 133%                   | 114%         | 100%               | 100%             | 83%    | 108%          |
| 4253       | Edgewater Hotel & Waterpark Aly      |          | 11/6/2018  | 100%     | 133%                   | 79%          |                    | 100%             | 100%   | 94%           |
| 4253       | Edgewater Hotel & Waterpark Felicity |          | 12/21/2018 | 100%     | 133%                   | 107%         | 100%               | 91%              | 83%    | 106%          |
| 4253       | Edgewater Hotel & Waterpark Jane     |          | 10/7/2018  | 100%     | 67%                    | 114%         | 100%               | 64%              | 83%    | 92%           |
| 4253       | Edgewater Hotel & Waterpark Jane     |          | 11/18/2018 | 60%      | 67%                    | 114%         |                    | 82%              | 100%   | 91%           |
| 4253       | Edgewater Hotel & Waterpark Jane     |          | 12/6/2018  | 100%     | 67%                    | 100%         | 100%               | 91%              | 100%   | 94%           |
| 4253       | Edgewater Hotel & Waterpark Mais     |          | 10/11/2018 | 100%     | 133%                   | 86%          |                    | 100%             | 100%   | 97%           |
| 4253       | Edgewater Hotel & Waterpark Mais     |          | 11/16/2018 | 100%     | 133%                   | 114%         |                    | 45%              | 83%    | 91%           |
| 4254       | Days Inn Duluth                      | Cindy    | 10/14/2018 | 100%     | 133%                   | 93%          |                    | 82%              | 83%    | 94%           |
| 4254       | Days Inn Duluth                      | Cindy    | 12/9/2018  | 100%     | 100%                   | 107%         |                    | 73%              | 100%   | 94%           |
| 4254       | Days Inn Duluth                      | Doug     | 11/7/2018  | 100%     | 133%                   | 114%         |                    | 91%              | 83%    | 106%          |
| 4254       | Days Inn Duluth                      | Doug     | 12/9/2018  | 100%     | 100%                   | 100%         |                    | 91%              | 83%    | 97%           |
| 4255       | Downtown Duluth Inn                  | Michelle | 12/16/2018 | 100%     | 100%                   | 86%          | 100%               | 91%              | 83%    | 92%           |
| 4256       | Best Western Bridgeview              | Allie    | 10/9/2018  | 71%      | 100%                   | 114%         |                    | 91%              | 100%   | 97%           |
| 4256       | Best Western Bridgeview              | Allie    | 12/9/2018  | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4256       | Best Western Bridgeview              | Brentton | 12/6/2018  | 100%     | 100%                   | 114%         | 100%               | 91%              | 83%    | 103%          |
| 4257       | Comfort Suites Independence          | Jamie    | 12/18/2018 | 100%     | 133%                   | 100%         | 100%               | 82%              | 100%   | 97%           |
| 4257       | Comfort Suites Independence          | Jeremy   | 10/9/2018  | 100%     | 33%                    | 114%         |                    | 91%              | 83%    | 97%           |
| 4257       | Comfort Suites Independence          | Jeremy   | 12/14/2018 | 100%     | 67%                    | 114%         |                    | 91%              | 83%    | 100%          |



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|--|------------|----------|------------------------|--------------|--------------------|------------------|--------|---------------|
| 4257 Comfort Suites Independence Suzanna | 11/18/2018 | 100%     | 100%                   | 114%         |                    | 55%              | 83%    | 91%           |
| 4257 Comfort Suites Independence Suzanna | 12/16/2018 | 100%     | 100%                   | 100%         |                    | 91%              | 83%    | 97%           |
| 4258 Days Inn Altus John                 | 10/23/2018 | 100%     | 100%                   | 100%         |                    | 100%             | 83%    | 100%          |
| 4258 Days Inn Altus John                 | 11/19/2018 | 86%      | 100%                   | 100%         |                    | 100%             | 83%    | 97%           |
| 4258 Days Inn Altus John                 | 12/31/2018 | 100%     | 100%                   | 100%         |                    | 100%             | 100%   | 100%          |
| 4258 Days Inn Altus Melissa              | 10/19/2018 | 100%     | 133%                   | 86%          |                    | 100%             | 50%    | 97%           |
| 4258 Days Inn Altus Melissa              | 11/15/2018 | 100%     | 133%                   | 100%         |                    | 100%             | 100%   | 103%          |
| 4258 Days Inn Altus Melissa              | 12/2/2018  | 100%     | 133%                   | 100%         |                    | 91%              | 100%   | 100%          |
| 4258 Days Inn Altus Robin                | 11/14/2018 | 100%     | 133%                   | 93%          |                    | 100%             | 83%    | 100%          |
| 4258 Days Inn Altus Robin                | 12/4/2018  | 100%     | 100%                   | 100%         |                    | 100%             | 100%   | 100%          |
| 4258 Days Inn Altus Tex                  | 10/19/2018 | 100%     | 100%                   | 107%         |                    | 73%              | 100%   | 94%           |
| 4258 Days Inn Altus Tex                  | 11/25/2018 | 100%     | 67%                    | 100%         |                    | 91%              | 100%   | 94%           |
| 4260 Hampton Inn & Suites Altus Anesha   | 12/14/2018 | 100%     | 67%                    | 114%         | 100%               | 82%              | 83%    | 97%           |
| 4260 Hampton Inn & Suites Altus Cody     | 10/22/2018 | 100%     | 100%                   | 114%         |                    | 100%             | 100%   | 106%          |
| 4260 Hampton Inn & Suites Altus Cody     | 11/23/2018 | 100%     | 100%                   | 86%          | 100%               | 91%              | 100%   | 92%           |
| 4260 Hampton Inn & Suites Altus Cody     | 12/18/2018 | 100%     | 100%                   | 114%         |                    | 82%              | 100%   | 100%          |
| 4260 Hampton Inn & Suites Altus Kim      | 10/9/2018  | 100%     | 100%                   | 114%         |                    | 55%              | 100%   | 91%           |
| 4260 Hampton Inn & Suites Altus Kim      | 11/12/2018 | 100%     | 100%                   | 114%         | 100%               | 100%             | 100%   | 105%          |
| 4260 Hampton Inn & Suites Altus Tammy    | 10/11/2018 | 100%     | 133%                   | 114%         |                    | 100%             | 100%   | 109%          |
| 4260 Hampton Inn & Suites Altus Tammy    | 11/15/2018 | 100%     | 133%                   | 114%         | 100%               | 100%             | 100%   | 108%          |
| 4260 Hampton Inn & Suites Altus Tammy    | 12/1/2018  | 100%     | 133%                   | 114%         | 100%               | 100%             | 100%   | 108%          |
| 4262 Residence Inn Sebring Brittany      | 10/8/2018  | 100%     | 100%                   | 114%         |                    | 100%             | 100%   | 106%          |
| 4262 Residence Inn Sebring Brittany      | 12/5/2018  | 100%     | 133%                   | 100%         |                    | 91%              | 100%   | 100%          |
| 4262 Residence Inn Sebring Kacey         | 10/11/2018 | 100%     | 133%                   | 114%         | 100%               | 91%              | 100%   | 106%          |
| 4262 Residence Inn Sebring Kacey         | 11/15/2018 | 100%     | 133%                   | 114%         | 100%               | 100%             | 100%   | 108%          |
| 4262 Residence Inn Sebring Kacey         | 12/5/2018  | 100%     | 133%                   | 100%         |                    | 100%             | 100%   | 103%          |



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|------------|-------------------------------|----------|------------|----------|------------------------|--------------|--------------------|------------------|--------|---------------|
| 4262       | Residence Inn Sebring         | Randy    | 10/16/2018 | 100%     | 67%                    | 114%         | 100%               | 82%              | 50%    | 97%           |
| 4262       | Residence Inn Sebring         | Randy    | 12/13/2018 | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4262       | Residence Inn Sebring         | Steve    | 12/12/2018 | 60%      | 67%                    | 114%         | 100%               | 82%              | 100%   | 92%           |
| 4262       | Residence Inn Sebring         | Victoria | 10/10/2018 | 100%     | 67%                    | 114%         | 100%               | 100%             | 83%    | 103%          |
| 4262       | Residence Inn Sebring         | Victoria | 12/15/2018 | 100%     | 100%                   | 114%         |                    | 100%             | 100%   | 106%          |
| 4263       | Holiday Inn Express Scottsdal | Amanda   | 10/10/2018 | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4263       | Holiday Inn Express Scottsdal | Amanda   | 11/14/2018 | 100%     | 100%                   | 100%         |                    | 91%              | 83%    | 97%           |
| 4263       | Holiday Inn Express Scottsdal | Sheila   | 11/27/2018 | 100%     | 100%                   | 114%         | 100%               | 82%              | 83%    | 100%          |
| 4263       | Holiday Inn Express Scottsdal | Stephen  | 11/18/2018 | 86%      | 100%                   | 107%         | 100%               | 82%              | 83%    | 95%           |
| 4264       | Inn on Lake Superior          | Anthony  | 10/7/2018  | 86%      | 67%                    | 100%         | 100%               | 100%             | 100%   | 95%           |
| 4264       | Inn on Lake Superior          | Anthony  | 11/8/2018  | 100%     | 67%                    | 114%         | 100%               | 82%              | 100%   | 97%           |
| 4264       | Inn on Lake Superior          | Anthony  | 12/4/2018  | 100%     | 133%                   | 114%         | 100%               | 100%             | 100%   | 108%          |
| 4264       | Inn on Lake Superior          | Austin   | 12/7/2018  | 100%     | 67%                    | 100%         | 100%               | 91%              | 100%   | 94%           |
| 4264       | Inn on Lake Superior          | Carolyn  | 10/26/2018 | 86%      | 133%                   | 114%         |                    | 100%             | 100%   | 106%          |
| 4264       | Inn on Lake Superior          | Carolyn  | 12/3/2018  | 100%     | 133%                   | 114%         | 100%               | 100%             | 100%   | 108%          |
| 4264       | Inn on Lake Superior          | Carter   | 10/26/2018 | 100%     | 100%                   | 107%         |                    | 91%              | 100%   | 100%          |
| 4264       | Inn on Lake Superior          | Carter   | 12/3/2018  | 100%     | 100%                   | 114%         | 100%               | 82%              | 100%   | 100%          |
| 4264       | Inn on Lake Superior          | Daniel   | 10/21/2018 | 100%     | 67%                    | 114%         |                    | 91%              | 100%   | 100%          |
| 4264       | Inn on Lake Superior          | Daniel   | 12/21/2018 | 100%     | 67%                    | 114%         |                    | 91%              | 83%    | 100%          |
| 4264       | Inn on Lake Superior          | Erin     | 10/26/2018 | 100%     | 67%                    | 100%         | 100%               | 91%              | 100%   | 94%           |
| 4264       | Inn on Lake Superior          | Erin     | 12/2/2018  | 100%     | 67%                    | 100%         | 100%               | 100%             | 100%   | 97%           |
| 4264       | Inn on Lake Superior          | Hunter   | 10/25/2018 | 71%      | 100%                   | 114%         |                    | 100%             | 100%   | 100%          |
| 4264       | Inn on Lake Superior          | Hunter   | 12/1/2018  | 100%     | 67%                    | 114%         | 100%               | 91%              | 100%   | 100%          |
| 4264       | Inn on Lake Superior          | Jason    | 12/9/2018  | 100%     | 67%                    | 100%         | 100%               | 91%              | 100%   | 94%           |
| 4264       | Inn on Lake Superior          | Jess     | 10/19/2018 | 100%     | 133%                   | 114%         | 100%               | 91%              | 100%   | 106%          |
| 4264       | Inn on Lake Superior          | Jess     | 12/1/2018  | 100%     | 100%                   | 100%         | 100%               | 100%             | 100%   | 100%          |



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|------------|------------------------------|-----------|------------|----------|------------------------|--------------|--------------------|------------------|--------|---------------|
| 4264       | Inn on Lake Superior         | Joe       | 10/14/2018 | 100%     | 100%                   | 114%         |                    | 91%              | 100%   | 103%          |
| 4264       | Inn on Lake Superior         | Joe       | 12/8/2018  | 100%     | 67%                    | 100%         | 100%               | 91%              | 100%   | 94%           |
| 4264       | Inn on Lake Superior         | Kelsey    | 10/23/2018 | 100%     | 67%                    | 114%         |                    | 91%              | 100%   | 100%          |
| 4264       | Inn on Lake Superior         | Kelsey    | 12/5/2018  | 100%     | 100%                   | 100%         | 100%               | 100%             | 100%   | 100%          |
| 4264       | Inn on Lake Superior         | Ken       | 11/8/2018  | 100%     | 100%                   | 107%         | 100%               | 100%             | 100%   | 103%          |
| 4264       | Inn on Lake Superior         | Luke      | 10/22/2018 | 100%     | 67%                    | 114%         |                    | 91%              | 100%   | 100%          |
| 4264       | Inn on Lake Superior         | Luke      | 11/14/2018 | 100%     | 133%                   | 114%         |                    | 91%              | 100%   | 106%          |
| 4264       | Inn on Lake Superior         | Luke      | 12/5/2018  | 100%     | 67%                    | 114%         | 100%               | 100%             | 100%   | 103%          |
| 4264       | Inn on Lake Superior         | McKenzie  | 10/14/2018 | 100%     | 67%                    | 114%         |                    | 91%              | 100%   | 100%          |
| 4264       | Inn on Lake Superior         | McKenzie  | 11/6/2018  | 100%     | 100%                   | 114%         | 100%               | 100%             | 100%   | 106%          |
| 4264       | Inn on Lake Superior         | McKenzie  | 12/8/2018  | 100%     | 100%                   | 79%          |                    | 100%             | 100%   | 91%           |
| 4266       | Hampton Inn & Suites Scottsd | Deanna    | 10/4/2018  | 100%     | 100%                   | 114%         | 0%                 | 91%              | 100%   | 94%           |
| 4266       | Hampton Inn & Suites Scottsd | Deanna    | 11/24/2018 | 100%     | 100%                   | 114%         | 0%                 | 91%              | 100%   | 94%           |
| 4266       | Hampton Inn & Suites Scottsd | Jasmine   | 10/6/2018  | 100%     | 133%                   | 114%         | 100%               | 91%              | 100%   | 106%          |
| 4266       | Hampton Inn & Suites Scottsd | Sharon    | 10/6/2018  | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4266       | Hampton Inn & Suites Scottsd | Sharon    | 11/20/2018 | 100%     | 100%                   | 114%         | 100%               | 100%             | 100%   | 106%          |
| 4266       | Hampton Inn & Suites Scottsd | Sharon    | 12/16/2018 | 100%     | 100%                   | 114%         |                    | 82%              | 100%   | 100%          |
| 4266       | Hampton Inn & Suites Scottsd | Shirley   | 10/5/2018  | 100%     | 133%                   | 114%         | 100%               | 100%             | 100%   | 108%          |
| 4266       | Hampton Inn & Suites Scottsd | Shirley   | 11/15/2018 | 100%     | 100%                   | 114%         | 100%               | 100%             | 100%   | 106%          |
| 4266       | Hampton Inn & Suites Scottsd | Shirley   | 12/29/2018 | 100%     | 67%                    | 114%         |                    | 100%             | 100%   | 103%          |
| 4266       | Hampton Inn & Suites Scottsd | Vianey    | 11/12/2018 | 100%     | 67%                    | 114%         | 100%               | 91%              | 100%   | 100%          |
| 4266       | Hampton Inn & Suites Scottsd | Vianey    | 12/13/2018 | 100%     | 100%                   | 107%         |                    | 82%              | 67%    | 97%           |
| 4267       | Sleep Inn Scottsdale         | Francisco | 11/13/2018 | 71%      | 100%                   | 114%         | 100%               | 100%             | 100%   | 100%          |
| 4267       | Sleep Inn Scottsdale         | Francisco | 12/18/2018 | 100%     | 100%                   | 100%         |                    | 82%              | 75%    | 94%           |
| 4267       | Sleep Inn Scottsdale         | George    | 11/16/2018 | 100%     | 133%                   | 86%          | 100%               | 91%              | 83%    | 94%           |
| 4267       | Sleep Inn Scottsdale         | George    | 12/22/2018 | 100%     | 133%                   | 114%         |                    | 82%              | 83%    | 103%          |



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| 4267       | Sleep Inn Scottsdale        | Sondra   | 10/20/2018 | 100%     | 133%                   | 114%         |                    | 100%             | 83%    | 109%          |
| 4267       | Sleep Inn Scottsdale        | Sondra   | 11/20/2018 | 100%     | 100%                   | 100%         | 100%               | 100%             | 100%   | 100%          |
| 4267       | Sleep Inn Scottsdale        | Sondra   | 12/18/2018 | 100%     | 133%                   | 86%          |                    | 91%              | 100%   | 94%           |
| 4268       | Hampton Inn Peoria          | Abby     | 10/9/2018  | 100%     | 67%                    | 114%         | 100%               | 100%             | 83%    | 103%          |
| 4268       | Hampton Inn Peoria          | Abby     | 11/5/2018  | 100%     | 67%                    | 100%         |                    | 82%              | 100%   | 91%           |
| 4268       | Hampton Inn Peoria          | Abby     | 12/28/2018 | 60%      | 100%                   | 100%         |                    | 91%              | 83%    | 91%           |
| 4268       | Hampton Inn Peoria          | Gabe     | 10/21/2018 | 100%     | 100%                   | 100%         | 100%               | 91%              | 83%    | 97%           |
| 4268       | Hampton Inn Peoria          | Gabe     | 11/4/2018  | 71%      | 100%                   | 100%         |                    | 91%              | 83%    | 91%           |
| 4268       | Hampton Inn Peoria          | Gabe     | 12/19/2018 | 100%     | 100%                   | 100%         |                    | 91%              | 83%    | 97%           |
| 4268       | Hampton Inn Peoria          | Jose     | 10/17/2018 | 100%     | 67%                    | 100%         | 100%               | 91%              | 83%    | 94%           |
| 4269       | Holiday Inn Express Oxford  | Jan      | 12/16/2018 | 100%     | 67%                    | 117%         |                    | 73%              | 83%    | 94%           |
| 4269       | Holiday Inn Express Oxford  | Ty       | 10/25/2018 | 100%     | 67%                    | 100%         |                    | 91%              | 50%    | 94%           |
| 4270       | Hampton Inn Anthem          | Ashley   | 10/11/2018 | 100%     | 100%                   | 114%         |                    | 91%              | 100%   | 103%          |
| 4270       | Hampton Inn Anthem          | Nicole   | 11/17/2018 | 100%     | 100%                   | 93%          |                    | 82%              | 100%   | 91%           |
| 4270       | Hampton Inn Anthem          | Nicole   | 12/14/2018 | 60%      | 133%                   | 100%         |                    | 100%             | 100%   | 97%           |
| 4271       | Hampton Inn & Suites Oxford | Bonita   | 10/18/2018 | 100%     | 100%                   | 117%         |                    | 91%              | 83%    | 103%          |
| 4271       | Hampton Inn & Suites Oxford | Bonita   | 11/4/2018  | 100%     | 67%                    | 114%         | 100%               | 91%              | 100%   | 100%          |
| 4271       | Hampton Inn & Suites Oxford | Bonita   | 12/15/2018 | 100%     | 100%                   | 114%         |                    | 91%              | 83%    | 103%          |
| 4271       | Hampton Inn & Suites Oxford | Deanna   | 11/6/2018  | 100%     | 100%                   | 114%         |                    | 91%              | 100%   | 103%          |
| 4272       | Best Western Plus Goldsboro | Adriana  | 10/9/2018  | 86%      | 67%                    | 114%         |                    | 91%              | 100%   | 97%           |
| 4272       | Best Western Plus Goldsboro | Adriana  | 12/7/2018  | 86%      | 100%                   | 100%         | 100%               | 91%              | 50%    | 95%           |
| 4272       | Best Western Plus Goldsboro | Ashlynn  | 12/10/2018 | 86%      | 100%                   | 114%         | 100%               | 73%              | 50%    | 95%           |
| 4272       | Best Western Plus Goldsboro | Cristina | 10/7/2018  | 100%     | 67%                    | 114%         | 100%               | 73%              | 100%   | 94%           |
| 4272       | Best Western Plus Goldsboro | Cristina | 11/8/2018  | 100%     | 100%                   | 100%         |                    | 73%              | 83%    | 91%           |
| 4272       | Best Western Plus Goldsboro | Kesunna  | 12/21/2018 | 100%     | 100%                   | 114%         | 100%               | 73%              | 83%    | 97%           |
| 4273       | Hampton Inn Goldsboro       | Chandler | 11/14/2018 | 86%      | 100%                   | 114%         | 100%               | 91%              | 50%    | 100%          |



# 90% and Over Agent Shop Score Report Comparisons by Skill

## Reservation Agent Detail for Q4 December, 2018

| All Hotels |                              |          | Shop Date  | Greeting | Qualification of Needs | Presentation | Handling Objection | Attempt to Close | Cancel | Total w/o Cxl |
|------------|------------------------------|----------|------------|----------|------------------------|--------------|--------------------|------------------|--------|---------------|
| 4273       | Hampton Inn Goldsboro        | Chandler | 12/15/2018 | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4273       | Hampton Inn Goldsboro        | Stacy    | 10/22/2018 | 100%     | 100%                   | 86%          | 100%               | 91%              | 100%   | 92%           |
| 4274       | AmericInn Minocqua           | Alex     | 11/26/2018 | 71%      | 100%                   | 114%         | 100%               | 73%              | 83%    | 92%           |
| 4274       | AmericInn Minocqua           | Alex     | 12/18/2018 | 100%     | 67%                    | 114%         |                    | 73%              | 83%    | 94%           |
| 4274       | AmericInn Minocqua           | Barbara  | 10/9/2018  | 100%     | 100%                   | 114%         |                    | 82%              | 83%    | 100%          |
| 4274       | AmericInn Minocqua           | Barbara  | 11/13/2018 | 100%     | 100%                   | 114%         |                    | 82%              | 50%    | 100%          |
| 4274       | AmericInn Minocqua           | Barbara  | 12/1/2018  | 100%     | 100%                   | 107%         | 100%               | 82%              | 100%   | 97%           |
| 4274       | AmericInn Minocqua           | Dawn     | 10/15/2018 | 100%     | 33%                    | 114%         |                    | 82%              | 83%    | 94%           |
| 4274       | AmericInn Minocqua           | Rose     | 11/15/2018 | 100%     | 100%                   | 114%         |                    | 100%             | 83%    | 106%          |
| 4274       | AmericInn Minocqua           | Rosie    | 10/10/2018 | 100%     | 133%                   | 79%          |                    | 100%             | 100%   | 94%           |
| 4274       | AmericInn Minocqua           | Rosie    | 12/1/2018  | 100%     | 133%                   | 114%         | 100%               | 55%              | 100%   | 94%           |
| 4275       | Country Inn & Suites Houghto | Brittany | 10/15/2018 | 100%     | 67%                    | 114%         | 100%               | 100%             | 100%   | 103%          |
| 4275       | Country Inn & Suites Houghto | Nichole  | 10/14/2018 | 100%     | 133%                   | 114%         | 100%               | 91%              | 100%   | 106%          |
| 4275       | Country Inn & Suites Houghto | Nichole  | 11/13/2018 | 100%     | 100%                   | 114%         | 100%               | 100%             | 100%   | 106%          |
| 4275       | Country Inn & Suites Houghto | Nichole  | 12/22/2018 | 100%     | 133%                   | 114%         |                    | 82%              | 100%   | 103%          |
| 4275       | Country Inn & Suites Houghto | Paige    | 10/9/2018  | 100%     | 100%                   | 79%          |                    | 100%             | 500%   | 91%           |
| 4276       | Holiday Inn Express Lawrence | Alison   | 10/5/2018  | 60%      | 100%                   | 114%         | 100%               | 100%             | 83%    | 100%          |
| 4276       | Holiday Inn Express Lawrence | Alison   | 11/16/2018 | 100%     | 133%                   | 113%         |                    | 100%             | 83%    | 109%          |
| 4276       | Holiday Inn Express Lawrence | Alison   | 12/1/2018  | 100%     | 133%                   | 114%         | 100%               | 100%             | 100%   | 108%          |
| 4276       | Holiday Inn Express Lawrence | Brett    | 10/4/2018  | 100%     | 100%                   | 100%         | 100%               | 100%             | 100%   | 100%          |
| 4276       | Holiday Inn Express Lawrence | Brett    | 11/8/2018  | 100%     | 133%                   | 114%         | 100%               | 91%              | 83%    | 106%          |
| 4276       | Holiday Inn Express Lawrence | Brianna  | 11/7/2018  | 100%     | 100%                   | 114%         | 100%               | 73%              | 100%   | 97%           |
| 4276       | Holiday Inn Express Lawrence | Brianna  | 12/2/2018  | 100%     | 100%                   | 107%         | 100%               | 73%              | 83%    | 94%           |
| 4276       | Holiday Inn Express Lawrence | Lesli    | 10/5/2018  | 100%     | 100%                   | 100%         | 100%               | 82%              | 83%    | 94%           |
| 4276       | Holiday Inn Express Lawrence | Lesli    | 11/9/2018  | 100%     | 100%                   | 100%         |                    | 100%             | 100%   | 100%          |
| 4277       | Hampton Inn & Suites Rogers  | Ammy     | 10/11/2018 | 86%      | 100%                   | 100%         | 100%               | 91%              | 100%   | 95%           |



# 90% and Over Agent Shop Score Report Comparisons by Skill

## Reservation Agent Detail for Q4 December, 2018

| All Hotels                                    | Shop Date  | Greeting | Qualification of Needs | Presentation | Handling Objection | Attempt to Close | Cancel | Total w/o Cxl |
|---|------------|----------|------------------------|--------------|--------------------|------------------|--------|---------------|
| 4277 Hampton Inn & Suites Rogers Ammy         | 11/20/2018 | 100%     | 100%                   | 114%         | 0%                 | 91%              | 100%   | 95%           |
| 4277 Hampton Inn & Suites Rogers Ammy         | 12/13/2018 | 86%      | 100%                   | 100%         |                    | 82%              | 100%   | 91%           |
| 4277 Hampton Inn & Suites Rogers Amy          | 10/13/2018 | 100%     | 133%                   | 86%          | 100%               | 91%              | 100%   | 95%           |
| 4277 Hampton Inn & Suites Rogers Amy          | 12/9/2018  | 100%     | 133%                   | 114%         | 100%               | 91%              | 50%    | 106%          |
| 4277 Hampton Inn & Suites Rogers Cody         | 11/15/2018 | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4278 Hampton Inn Hibbing Amber                | 10/13/2018 | 100%     | 100%                   | 94%          | 100%               | 91%              | 83%    | 95%           |
| 4278 Hampton Inn Hibbing Amber                | 11/25/2018 | 100%     | 67%                    | 100%         | 100%               | 91%              | 100%   | 95%           |
| 4278 Hampton Inn Hibbing Jackie               | 10/6/2018  | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4279 Hampton Inn Scottsdale Shea Leah         | 11/4/2018  | 100%     | 100%                   | 93%          | 100%               | 91%              | 100%   | 94%           |
| 4280 Hilton Garden Inn Oxford Brooke          | 11/13/2018 | 100%     | 100%                   | 114%         | 100%               | 100%             | 100%   | 106%          |
| 4280 Hilton Garden Inn Oxford Derrick         | 11/13/2018 | 100%     | 67%                    | 114%         |                    | 100%             | 100%   | 103%          |
| 4280 Hilton Garden Inn Oxford Gail            | 10/25/2018 | 100%     | 100%                   | 86%          |                    | 91%              | 100%   | 91%           |
| 4280 Hilton Garden Inn Oxford Gail            | 11/14/2018 | 100%     | 100%                   | 114%         | 0%                 | 82%              | 100%   | 92%           |
| 4280 Hilton Garden Inn Oxford Megan           | 11/14/2018 | 100%     | 67%                    | 114%         | 100%               | 73%              | 100%   | 94%           |
| 4280 Hilton Garden Inn Oxford Stephanie       | 11/5/2018  | 100%     | 133%                   | 114%         | 100%               | 91%              | 100%   | 106%          |
| 4281 Home2 Suites Oxford Michele              | 10/20/2018 | 86%      | 67%                    | 114%         |                    | 100%             | 100%   | 100%          |
| 4281 Home2 Suites Oxford Michele              | 11/22/2018 | 100%     | 67%                    | 117%         |                    | 91%              | 83%    | 100%          |
| 4281 Home2 Suites Oxford Michele              | 12/10/2018 | 100%     | 133%                   | 100%         | 100%               | 91%              | 83%    | 100%          |
| 4282 Fairfield Inn & Suites Savanna Jennie    | 10/13/2018 | 100%     | 133%                   | 100%         |                    | 100%             | 100%   | 103%          |
| 4282 Fairfield Inn & Suites Savanna Jennie    | 11/14/2018 | 100%     | 100%                   | 100%         |                    | 91%              | 100%   | 97%           |
| 4282 Fairfield Inn & Suites Savanna Jennie    | 12/6/2018  | 100%     | 133%                   | 100%         | 100%               | 91%              | 83%    | 100%          |
| 4282 Fairfield Inn & Suites Savanna Rashon    | 10/11/2018 | 86%      | 100%                   | 114%         |                    | 91%              | 100%   | 100%          |
| 4282 Fairfield Inn & Suites Savanna Stephanie | 10/25/2018 | 100%     | 133%                   | 79%          |                    | 100%             | 67%    | 94%           |
| 4282 Fairfield Inn & Suites Savanna Stephanie | 11/10/2018 | 40%      | 100%                   | 100%         |                    | 100%             | 100%   | 91%           |
| 4283 SpringHill Suites Statesboro Anu         | 12/6/2018  | 100%     | 100%                   | 114%         | 100%               | 91%              | 100%   | 103%          |
| 4283 SpringHill Suites Statesboro Kelsey      | 12/17/2018 | 40%      | 67%                    | 114%         | 100%               | 91%              | 83%    | 92%           |





# 90% and Over Agent Shop Score Report Comparisons by Skill

## Reservation Agent Detail for Q4 December, 2018

| All Hotels               |                                 |            | Shop Date  | Greeting | Qualification of Needs | Presentation | Handling Objection | Attempt to Close | Cancel | Total w/o Cxl |
|--------------------------|---------------------------------|------------|------------|----------|------------------------|--------------|--------------------|------------------|--------|---------------|
| 4283                     | SpringHill Suites Statesboro    | Robin      | 11/19/2018 | 100%     | 100%                   | 100%         |                    | 82%              | 83%    | 94%           |
| 4284                     | Courtyard by Marriott Tupelo    | Ebony      | 11/10/2018 | 100%     | 100%                   | 100%         | 100%               | 73%              | 100%   | 92%           |
| 4284                     | Courtyard by Marriott Tupelo    | LaBradford | 10/21/2018 | 100%     | 67%                    | 114%         |                    | 64%              | 50%    | 91%           |
| 4284                     | Courtyard by Marriott Tupelo    | LaBradford | 11/7/2018  | 100%     | 67%                    | 114%         |                    | 91%              | 50%    | 100%          |
| 4284                     | Courtyard by Marriott Tupelo    | Shuntasia  | 10/11/2018 | 86%      | 133%                   | 114%         |                    | 100%             | 100%   | 106%          |
| 4285                     | Fairfield Inn & Suites Saltillo | Paige      | 10/27/2018 | 100%     | 67%                    | 107%         |                    | 82%              | 83%    | 94%           |
| 4285                     | Fairfield Inn & Suites Saltillo | Tina       | 11/6/2018  | 71%      | 100%                   | 114%         | 100%               | 91%              | 100%   | 97%           |
| 4285                     | Fairfield Inn & Suites Saltillo | Yarico     | 10/21/2018 | 100%     | 67%                    | 107%         | 100%               | 82%              | 83%    | 97%           |
| 4285                     | Fairfield Inn & Suites Saltillo | Yarico     | 11/16/2018 | 100%     | 100%                   | 100%         | 100%               | 82%              | 100%   | 94%           |
| 4286                     | Hampton Inn New Albany          | Jamyra     | 12/7/2018  | 100%     | 100%                   | 114%         | 0%                 | 91%              | 100%   | 94%           |
| 4286                     | Hampton Inn New Albany          | Kristle    | 12/5/2018  | 100%     | 100%                   | 100%         | 100%               | 82%              | 100%   | 94%           |
| <b>ZMC Hotels Scores</b> |                                 |            |            | 96%      | 99%                    | 108%         | 93%                | 89%              | 92%    | 99%           |