



# 90% and Over Agent Shop Score Report for Q4

## Reservation Agent Detail through December, 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	12/5/2019	100%	100%	100%		73%	83%	91%
4250 Holiday Inn Express Independ Curtis	12/9/2019	71%	67%	107%		91%	100%	91%
4250 Holiday Inn Express Independ Jeremy	11/21/2019	100%	67%	114%	100%	82%	83%	97%
4250 Holiday Inn Express Independ Jeremy	12/12/2019	100%	33%	114%		82%	83%	94%
4250 Holiday Inn Express Independ Leland	12/12/2019	100%	67%	100%		82%	83%	91%
4251 Hampton Inn Lake Havasu Carol	10/7/2019	100%	33%	114%		82%	100%	94%
4251 Hampton Inn Lake Havasu Carol	11/7/2019	86%	133%	114%		82%	100%	100%
4251 Hampton Inn Lake Havasu Carol	12/11/2019	100%	100%	114%		91%	100%	103%
4251 Hampton Inn Lake Havasu Jerrie	11/8/2019	100%	133%	114%		100%		109%
4251 Hampton Inn Lake Havasu Lauren	10/19/2019	100%	133%	114%		91%	67%	106%
4251 Hampton Inn Lake Havasu Lauren	11/24/2019	100%	133%	114%		45%	100%	91%
4251 Hampton Inn Lake Havasu Lauren	12/22/2019	100%	100%	100%	100%	100%		100%
4251 Hampton Inn Lake Havasu Sarah	11/24/2019	100%	33%	107%	100%	91%	100%	94%
4251 Hampton Inn Lake Havasu Sherri	10/19/2019	100%	67%	114%		91%	100%	100%
4251 Hampton Inn Lake Havasu Sherri	11/28/2019	100%	133%	114%		100%		109%
4252 AmericInn Ashland Cathy	12/5/2019	100%	33%	114%	100%	73%	100%	92%
4252 AmericInn Ashland Dani	10/7/2019	100%	67%	107%		73%	100%	91%
4252 AmericInn Ashland Jeff	10/20/2019	100%	133%	114%		91%	83%	106%
4252 AmericInn Ashland Jeff	11/6/2019	86%	100%	114%	100%	91%	100%	100%
4252 AmericInn Ashland Jeff	12/10/2019	86%	100%	114%		91%	100%	100%
4252 AmericInn Ashland Maija	10/3/2019	100%	67%	114%	100%	82%	100%	97%
4252 AmericInn Ashland Maija	12/6/2019	86%	67%	114%	100%	82%	100%	95%
4252 AmericInn Ashland Michelle	11/19/2019	100%	100%	114%	100%	82%	100%	100%
4252 AmericInn Ashland Venise	10/7/2019	100%	133%	114%		82%	100%	103%
4252 AmericInn Ashland Venise	12/15/2019	100%	133%	86%		91%	100%	94%
4253 Edgewater Hotel & Waterpark Aly	12/5/2019	100%	67%	114%	100%	100%	83%	103%



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## Reservation Agent Detail through December, 2019

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4253	Edgewater Hotel & Waterpark Amy		11/2/2019	100%	100%	114%	100%	100%	83%	106%
4253	Edgewater Hotel & Waterpark Amy		12/10/2019	100%	67%	114%	100%	91%	83%	100%
4253	Edgewater Hotel & Waterpark Jane		11/4/2019	100%	133%	100%		100%	83%	103%
4253	Edgewater Hotel & Waterpark Karissa		10/30/2019	100%	100%	114%		91%	83%	103%
4253	Edgewater Hotel & Waterpark Karissa		12/8/2019	100%	67%	114%	100%	82%	100%	97%
4253	Edgewater Hotel & Waterpark Nicole		12/14/2019	86%	100%	114%		91%	67%	100%
4253	Edgewater Hotel & Waterpark Sade		10/12/2019	71%	33%	114%	100%	91%	83%	92%
4253	Edgewater Hotel & Waterpark Sade		12/7/2019	100%	33%	114%	100%	82%	83%	94%
4253	Edgewater Hotel & Waterpark Sam R		12/13/2019	100%	100%	114%	0%	91%	100%	94%
4253	Edgewater Hotel & Waterpark Sidney		11/2/2019	71%	67%	100%		100%	100%	91%
4253	Edgewater Hotel & Waterpark Sidney		12/28/2019	100%	133%	114%	100%	100%	100%	108%
4254	Days Inn Duluth	Doug	11/7/2019	71%	67%	114%		100%	100%	97%
4254	Days Inn Duluth	Doug	12/7/2019	100%	133%	114%		100%	50%	109%
4254	Days Inn Duluth	Holly	11/3/2019	100%	100%	100%		82%	83%	94%
4254	Days Inn Duluth	Holly	12/21/2019	100%	100%	100%		100%		100%
4254	Days Inn Duluth	Kelly	10/15/2019	100%	100%	114%		100%	100%	106%
4254	Days Inn Duluth	Kelly	11/1/2019	100%	67%	114%		100%	83%	103%
4254	Days Inn Duluth	Kelly	12/9/2019	86%	100%	100%	100%	91%	83%	95%
4254	Days Inn Duluth	Stephen	11/17/2019	100%	100%	100%	100%	91%	100%	97%
4254	Days Inn Duluth	Stephen	12/10/2019	100%	100%	86%		91%	100%	91%
4255	Downtown Duluth Inn	Michelle	10/7/2019	100%	67%	114%		100%	100%	103%
4255	Downtown Duluth Inn	Michelle	11/19/2019	100%	67%	100%		91%	50%	94%
4255	Downtown Duluth Inn	Michelle	12/4/2019	100%	100%	114%		91%	100%	103%
4255	Downtown Duluth Inn	Tabbatha	12/5/2019	100%	67%	114%		100%	50%	103%
4256	Best Western Bridgeview	Allie	10/15/2019	100%	100%	114%		55%	67%	91%
4256	Best Western Bridgeview	Allie	11/9/2019	100%	133%	114%		100%	100%	109%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4256	Best Western Bridgeview	Allie	12/9/2019	100%	133%	113%	100%	100%	83%	108%
4256	Best Western Bridgeview	Brentton	11/14/2019	100%	100%	107%	100%	91%	100%	100%
4256	Best Western Bridgeview	Brentton	12/4/2019	100%	67%	100%	100%	82%	100%	92%
4256	Best Western Bridgeview	Danica	10/9/2019	100%	67%	107%	100%	82%	100%	94%
4256	Best Western Bridgeview	Kathy	10/5/2019	100%	133%	107%	100%	91%	83%	103%
4256	Best Western Bridgeview	Kathy	11/9/2019	100%	100%	107%		82%	100%	97%
4257	Comfort Suites Independence	Jamie	10/17/2019	100%	133%	114%	100%	91%	83%	106%
4257	Comfort Suites Independence	Jamie	12/7/2019	100%	100%	114%	100%	91%	83%	103%
4257	Comfort Suites Independence	Travis	10/10/2019	100%	100%	100%	100%	82%	83%	94%
4258	Days Inn Altus	John	10/16/2019	100%	100%	100%		100%	100%	100%
4258	Days Inn Altus	John	11/4/2019	100%	100%	100%		100%	100%	100%
4258	Days Inn Altus	John	12/11/2019	100%	100%	100%		82%	100%	94%
4258	Days Inn Altus	Melissa	10/3/2019	100%	133%	100%		100%	100%	103%
4258	Days Inn Altus	Melissa	11/1/2019	100%	100%	100%		91%	100%	97%
4258	Days Inn Altus	Melissa	12/11/2019	100%	100%	114%		100%	100%	106%
4258	Days Inn Altus	Regina	11/3/2019	71%	100%	100%	100%	91%	100%	92%
4258	Days Inn Altus	Robin	11/1/2019	100%	67%	93%		100%	100%	94%
4258	Days Inn Altus	Robin	12/11/2019	100%	33%	100%		100%	83%	94%
4258	Days Inn Altus	Steven	10/19/2019	100%	133%	100%		100%	100%	103%
4258	Days Inn Altus	Steven	11/2/2019	100%	33%	100%		100%	100%	94%
4259	Days Inn & Suites Scottsdale	Erin	10/18/2019	100%	67%	114%		73%	100%	94%
4259	Days Inn & Suites Scottsdale	Stacey	12/8/2019	100%	100%	107%	100%	73%	50%	94%
4259	Days Inn & Suites Scottsdale	Trevor	12/10/2019	100%	67%	107%		82%	83%	94%
4260	Hampton Inn & Suites Altus	Anesha	12/16/2019	100%	67%	114%	100%	82%	100%	97%
4260	Hampton Inn & Suites Altus	Cody	10/8/2019	100%	100%	114%	100%	55%	100%	92%
4260	Hampton Inn & Suites Altus	Cody	12/17/2019	100%	133%	114%	100%	100%	83%	108%



# 90% and Over Agent Shop Score Report for Q4

## Reservation Agent Detail through December, 2019

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4260	Hampton Inn & Suites Altus	Kim	10/5/2019	100%	100%	114%	100%	55%	100%	92%
4260	Hampton Inn & Suites Altus	Kim	12/6/2019	100%	100%	114%		100%	100%	106%
4260	Hampton Inn & Suites Altus	Tammy	10/6/2019	100%	133%	114%	100%	91%	100%	106%
4260	Hampton Inn & Suites Altus	Tammy	11/1/2019	100%	133%	114%		100%	100%	109%
4260	Hampton Inn & Suites Altus	Tammy	12/5/2019	100%	100%	114%		100%	100%	106%
4262	Residence Inn Sebring	Aracelie	11/16/2019	71%	133%	114%		91%	83%	100%
4262	Residence Inn Sebring	Jennifer	11/15/2019	100%	100%	114%		91%	100%	103%
4262	Residence Inn Sebring	Kayla	10/4/2019	100%	100%	100%	100%	100%	100%	100%
4262	Residence Inn Sebring	Kayla	11/6/2019	86%	133%	100%		91%	100%	97%
4262	Residence Inn Sebring	Kayla	12/10/2019	71%	133%	100%		89%	83%	94%
4262	Residence Inn Sebring	Randy	11/23/2019	100%	100%	114%	100%	82%	83%	100%
4262	Residence Inn Sebring	Randy	12/10/2019	100%	100%	114%		82%	83%	100%
4263	Holiday Inn Express Scottsdal	Amanda	10/18/2019	100%	67%	100%	100%	91%	100%	94%
4263	Holiday Inn Express Scottsdal	Amanda	11/15/2019	71%	67%	100%		100%	83%	91%
4263	Holiday Inn Express Scottsdal	Amanda	12/5/2019	100%	67%	100%		82%	75%	91%
4264	Inn on Lake Superior	Anthony	10/6/2019	100%	100%	114%	0%	100%	100%	97%
4264	Inn on Lake Superior	Anthony	11/18/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Austin	10/4/2019	100%	100%	93%		100%	100%	97%
4264	Inn on Lake Superior	Austin	11/17/2019	100%	67%	114%		100%	100%	103%
4264	Inn on Lake Superior	Austin	12/15/2019	71%	67%	114%		82%	100%	91%
4264	Inn on Lake Superior	Daniel	10/4/2019	100%	67%	114%		91%	100%	100%
4264	Inn on Lake Superior	Jess	10/19/2019	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Joe	10/5/2019	100%	100%	100%		91%	100%	97%
4264	Inn on Lake Superior	Joe	11/7/2019	100%	133%	114%		45%	100%	91%
4264	Inn on Lake Superior	Karli	10/7/2019	100%	133%	93%		100%	100%	100%
4264	Inn on Lake Superior	Kelsey	10/8/2019	100%	133%	114%		100%	100%	109%



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## Reservation Agent Detail through December, 2019

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4264	Inn on Lake Superior	Kelsey	11/9/2019	86%	100%	114%		100%	100%	103%
4266	Hampton Inn & Suites Scottsd	Jasmine	10/4/2019	86%	100%	100%	100%	91%	100%	95%
4266	Hampton Inn & Suites Scottsd	Sharon	10/3/2019	100%	100%	114%		100%	100%	106%
4266	Hampton Inn & Suites Scottsd	Sharon	11/7/2019	100%	100%	114%		91%	100%	103%
4266	Hampton Inn & Suites Scottsd	Sharon	12/10/2019	100%	100%	114%	100%	91%	100%	103%
4266	Hampton Inn & Suites Scottsd	Shirley	10/4/2019	100%	133%	114%	100%	100%	100%	108%
4266	Hampton Inn & Suites Scottsd	Shirley	11/8/2019	100%	67%	114%		91%	100%	100%
4266	Hampton Inn & Suites Scottsd	Shirley	12/7/2019	100%	100%	100%	100%	100%		100%
4266	Hampton Inn & Suites Scottsd	Vianey	11/6/2019	100%	67%	114%		91%	100%	100%
4267	Sleep Inn Scottsdale	Francisco	10/7/2019	71%	100%	100%		100%	100%	94%
4267	Sleep Inn Scottsdale	Francisco	12/5/2019	71%	67%	100%	100%	100%	100%	92%
4267	Sleep Inn Scottsdale	Sondra	10/7/2019	100%	133%	114%	100%	100%	100%	108%
4267	Sleep Inn Scottsdale	Sondra	11/18/2019	100%	133%	86%		100%	100%	97%
4268	Hampton Inn Peoria	Gabe	10/3/2019	100%	133%	100%	100%	100%	83%	103%
4268	Hampton Inn Peoria	Gabe	11/14/2019	100%	100%	100%		100%	50%	100%
4268	Hampton Inn Peoria	Gabe	12/23/2019	100%	100%	100%		100%	100%	100%
4268	Hampton Inn Peoria	Robert	10/3/2019	100%	0%	114%		82%	83%	91%
4268	Hampton Inn Peoria	Robert	11/21/2019	100%	100%	114%	0%	82%	83%	92%
4268	Hampton Inn Peoria	Robert	12/22/2019	100%	100%	100%		91%	100%	97%
4269	Holiday Inn Express Oxford	Annette	11/1/2019	100%	67%	100%		91%	100%	94%
4269	Holiday Inn Express Oxford	Annette	12/17/2019	100%	100%	100%		91%	100%	97%
4269	Holiday Inn Express Oxford	Diane	12/26/2019	100%	133%	114%		100%		109%
4269	Holiday Inn Express Oxford	Jan	10/6/2019	100%	133%	75%		91%	83%	90%
4269	Holiday Inn Express Oxford	Jan	11/1/2019	100%	133%	114%	0%	91%	100%	97%
4269	Holiday Inn Express Oxford	Jan	12/15/2019	100%	133%	86%		82%	100%	91%
4269	Holiday Inn Express Oxford	Kristie	11/6/2019	100%	133%	86%	100%	91%	100%	94%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4269	Holiday Inn Express Oxford	Kristie	12/10/2019	100%	133%	86%		91%	100%	94%
4269	Holiday Inn Express Oxford	Ty	12/11/2019	86%	133%	100%		100%	100%	100%
4270	Hampton Inn Anthem	Cassie	12/8/2019	43%	100%	114%	100%	91%	100%	92%
4270	Hampton Inn Anthem	Megan	10/7/2019	100%	67%	100%	100%	91%	100%	94%
4270	Hampton Inn Anthem	Megan	11/19/2019	86%	67%	100%	100%	91%	100%	92%
4270	Hampton Inn Anthem	Salena	10/4/2019	100%	133%	100%		82%	100%	97%
4270	Hampton Inn Anthem	Salena	11/28/2019	100%	133%	100%		91%	83%	100%
4270	Hampton Inn Anthem	Sommer	11/8/2019	100%	133%	114%		100%	100%	109%
4270	Hampton Inn Anthem	Sommer	12/7/2019	100%	133%	100%	100%	91%	83%	100%
4271	Hampton Inn & Suites Oxford Alivia		10/6/2019	100%	133%	86%	100%	100%	100%	97%
4271	Hampton Inn & Suites Oxford Alivia		11/22/2019	100%	100%	86%		91%	100%	91%
4271	Hampton Inn & Suites Oxford Alivia		12/18/2019	100%	100%	86%		100%	100%	94%
4271	Hampton Inn & Suites Oxford Bonita		10/11/2019	100%	100%	114%	100%	91%	100%	103%
4271	Hampton Inn & Suites Oxford Deanna		10/10/2019	71%	100%	114%	100%	91%	100%	97%
4271	Hampton Inn & Suites Oxford Deanna		11/8/2019	60%	100%	114%	100%	91%	100%	97%
4271	Hampton Inn & Suites Oxford Raymond		11/17/2019	100%	133%	79%	100%	100%	100%	95%
4272	Best Western Plus Goldsboro Belinda		11/18/2019	100%	100%	100%		100%		100%
4272	Best Western Plus Goldsboro Belinda		12/11/2019	86%	100%	114%		91%	100%	100%
4272	Best Western Plus Goldsboro Cristina		11/16/2019	100%	100%	100%	100%	82%	83%	94%
4272	Best Western Plus Goldsboro Jasmine		11/15/2019	100%	133%	100%		91%	83%	100%
4272	Best Western Plus Goldsboro Jasmine		12/11/2019	100%	133%	86%		91%	100%	94%
4272	Best Western Plus Goldsboro Remy		11/24/2019	100%	133%	93%	100%	82%	100%	94%
4272	Best Western Plus Goldsboro Tamika		11/23/2019	100%	133%	114%	100%	91%	83%	106%
4273	Hampton Inn Goldsboro	Chandler	11/13/2019	100%	100%	100%		91%	83%	97%
4273	Hampton Inn Goldsboro	Nijah	11/12/2019	100%	100%	100%		100%		100%
4273	Hampton Inn Goldsboro	Tigeona	10/11/2019	86%	100%	100%	100%	91%	50%	95%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4274	AmericInn Minocqua	Barbara	10/6/2019	100%	133%	114%	100%	82%	100%	103%
4274	AmericInn Minocqua	Barbara	11/24/2019	100%	100%	114%		82%	83%	100%
4274	AmericInn Minocqua	Barbara	12/17/2019	100%	67%	114%		82%	83%	97%
4275	Country Inn & Suites Houghto Ellie		12/18/2019	100%	133%	114%	100%	82%	83%	103%
4275	Country Inn & Suites Houghto Evonne		10/23/2019	100%	100%	86%		91%	83%	91%
4275	Country Inn & Suites Houghto Evonne		12/19/2019	100%	133%	114%	100%	100%	100%	108%
4275	Country Inn & Suites Houghto Marcia		10/6/2019	100%	133%	114%		91%	83%	106%
4275	Country Inn & Suites Houghto Marcia		12/7/2019	100%	133%	114%		91%	100%	106%
4275	Country Inn & Suites Houghto Nichole		10/15/2019	100%	133%	114%		100%	83%	109%
4275	Country Inn & Suites Houghto Nichole		11/7/2019	100%	133%	114%	100%	91%	100%	105%
4275	Country Inn & Suites Houghto Nichole		12/5/2019	100%	133%	114%		91%	100%	106%
4275	Country Inn & Suites Houghto Paige		10/20/2019	100%	100%	107%	100%	100%	83%	103%
4275	Country Inn & Suites Houghto Paige		12/12/2019	100%	100%	114%	100%	100%	100%	106%
4276	Holiday Inn Express Lawrence Alison		10/9/2019	100%	133%	114%	100%	100%	100%	108%
4276	Holiday Inn Express Lawrence Alison		11/4/2019	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express Lawrence Alison		12/27/2019	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express Lawrence Brianna		11/21/2019	100%	133%	108%		100%	67%	106%
4276	Holiday Inn Express Lawrence Brianna		12/11/2019	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express Lawrence Lesli		11/13/2019	43%	133%	100%	100%	100%	100%	92%
4276	Holiday Inn Express Lawrence Lesli		12/15/2019	100%	133%	114%		100%	100%	109%
4277	Hampton Inn & Suites Rogers Jeremy		12/6/2019	100%	33%	100%	100%	91%	100%	92%
4278	Hampton Inn Hibbing	Denise	10/11/2019	100%	100%	100%	100%	91%	100%	97%
4278	Hampton Inn Hibbing	Denise	11/8/2019	100%	100%	86%		100%	100%	94%
4278	Hampton Inn Hibbing	Riley	12/23/2019	100%	100%	114%		82%	100%	100%
4279	Hampton Inn Scottsdale Shea Adrian		10/17/2019	100%	100%	114%		91%	100%	103%
4279	Hampton Inn Scottsdale Shea Judy		10/20/2019	100%	33%	107%	100%	82%	83%	92%



# 90% and Over Agent Shop Score Report for Q4

## Reservation Agent Detail through December, 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	Gail	10/3/2019	100%	100%	86%		91%	83%	91%
4280	Hilton Garden Inn Oxford	Gail	12/11/2019	86%	100%	114%		82%	100%	97%
4280	Hilton Garden Inn Oxford	Stephanie	10/23/2019	100%	100%	100%		100%		100%
4281	Home2 Suites Oxford	Christopher	11/3/2019	100%	100%	100%	100%	82%	100%	94%
4281	Home2 Suites Oxford	Christopher	12/11/2019	86%	67%	100%		91%	83%	91%
4281	Home2 Suites Oxford	Elizabeth	12/23/2019	100%	100%	114%		91%	83%	103%
4281	Home2 Suites Oxford	Kala	11/26/2019	100%	33%	100%		91%	100%	91%
4281	Home2 Suites Oxford	Kala	12/28/2019	100%	100%	100%		91%	83%	97%
4281	Home2 Suites Oxford	Michele	10/17/2019	100%	67%	100%	100%	91%	83%	94%
4281	Home2 Suites Oxford	Michele	11/9/2019	100%	33%	114%		82%	83%	94%
4281	Home2 Suites Oxford	Michele	12/30/2019	100%	67%	100%		91%	100%	94%
4281	Home2 Suites Oxford	Tiajuana	11/11/2019	100%	100%	100%	100%	100%		100%
4282	Fairfield Inn & Suites SavannæAvery		10/2/2019	60%	100%	100%	100%	91%	100%	92%
4282	Fairfield Inn & Suites SavannæAvery		11/4/2019	100%	67%	100%		91%	100%	94%
4282	Fairfield Inn & Suites SavannæAvery		12/7/2019	60%	133%	100%		82%	100%	91%
4282	Fairfield Inn & Suites SavannæNetra		11/2/2019	100%	133%	93%	100%	91%	83%	97%
4282	Fairfield Inn & Suites SavannæNetra		12/7/2019	100%	133%	114%		100%	100%	109%
4282	Fairfield Inn & Suites SavannæTammy		10/3/2019	100%	67%	114%	100%	100%	100%	103%
4282	Fairfield Inn & Suites SavannæTammy		11/4/2019	100%	133%	114%		100%	50%	109%
4282	Fairfield Inn & Suites SavannæTammy		12/13/2019	100%	133%	79%		100%	83%	94%
4283	SpringHill Suites Statesboro	Arden	10/3/2019	86%	100%	100%		82%	50%	91%
4283	SpringHill Suites Statesboro	Jennifer	10/6/2019	86%	133%	100%		100%	50%	100%
4283	SpringHill Suites Statesboro	Jennifer	12/6/2019	100%	100%	100%		100%		100%
4283	SpringHill Suites Statesboro	Robin	10/30/2019	100%	133%	93%		73%	100%	91%
4284	Courtyard by Marriott Tupelo	Brittany	11/22/2019	100%	100%	114%	100%	91%	100%	103%
4284	Courtyard by Marriott Tupelo	Mya	11/6/2019	100%	133%	86%		100%	100%	97%





# 90% and Over Agent Shop Score Report for Q4

## Reservation Agent Detail through December, 2019

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4284	Courtyard by Marriott Tupelo	Mya	12/4/2019	60%	133%	100%	100%	100%	83%	97%
4285	Fairfield Inn & Suites Saltillo	Lashetia	11/17/2019	100%	67%	100%	100%	82%	100%	92%
4285	Fairfield Inn & Suites Saltillo	Paige	10/6/2019	100%	100%	100%	100%	82%	100%	94%
4285	Fairfield Inn & Suites Saltillo	Paige	12/7/2019	100%	67%	114%		82%	100%	97%
4285	Fairfield Inn & Suites Saltillo	Patrice	10/7/2019	100%	133%	79%		91%	83%	91%
4285	Fairfield Inn & Suites Saltillo	Patrice	11/14/2019	100%	133%	114%	100%	45%	83%	92%
4285	Fairfield Inn & Suites Saltillo	Patrice	12/12/2019	86%	133%	114%		91%	100%	103%
4286	Hampton Inn New Albany	Jamyra	11/1/2019	83%	133%	86%		100%	50%	94%
4286	Hampton Inn New Albany	Jamyra	12/14/2019	100%	133%	114%		91%	83%	106%
4286	Hampton Inn New Albany	Kristle	10/7/2019	100%	133%	100%		91%	83%	100%
4286	Hampton Inn New Albany	Kristle	11/2/2019	100%	133%	100%		100%	100%	103%
4286	Hampton Inn New Albany	Kristle	12/13/2019	100%	133%	93%		82%	100%	94%
4287	Tru by Hilton Sebring	Daniel	12/9/2019	100%	33%	114%	100%	82%	100%	94%
4287	Tru by Hilton Sebring	Maria	10/21/2019	86%	100%	100%	100%	82%	67%	92%
4287	Tru by Hilton Sebring	Niki	10/17/2019	100%	133%	100%		91%	100%	100%
4287	Tru by Hilton Sebring	Niki	11/8/2019	100%	67%	93%	100%	100%	100%	94%
4287	Tru by Hilton Sebring	Steve	10/23/2019	100%	100%	100%		91%	100%	97%
4287	Tru by Hilton Sebring	Steve	11/20/2019	100%	67%	100%	100%	82%	100%	92%
4287	Tru by Hilton Sebring	Victoria	10/5/2019	100%	100%	100%		100%	100%	100%
4287	Tru by Hilton Sebring	Victoria	11/16/2019	100%	133%	100%	100%	100%	100%	103%
4287	Tru by Hilton Sebring	Victoria	12/9/2019	100%	133%	114%	333%	55%	0%	106%

<b>ZMC Hotels Scores</b>	95%	102%	106%	98%	91%	92%	99%
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