



# 90% and Above Agent Shop Score Report Q1

## Reservation Agent Detail for March, 2017

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	3/15/2017	100%	33%	114%	100%	73%	83%	90%
4250 Holiday Inn Express Independ Kia	2/24/2017	100%	100%	100%		91%	83%	95%
4250 Holiday Inn Express Independ Kia	3/30/2017	86%	100%	114%	100%	91%	100%	100%
4250 Holiday Inn Express Independ Lisa	2/17/2017	100%	100%	114%		82%	83%	97%
4251 Hampton Inn Lake Havasu Juanita	1/18/2017	100%	133%	114%	0%	82%	100%	95%
4251 Hampton Inn Lake Havasu Prisma	1/20/2017	86%	133%	114%	100%	73%	67%	93%
4251 Hampton Inn Lake Havasu Prisma	2/16/2017	100%	133%	114%	100%	73%	83%	98%
4251 Hampton Inn Lake Havasu Prisma	3/11/2017	100%	133%	114%	100%	73%	100%	100%
4251 Hampton Inn Lake Havasu Tracy	3/13/2017	100%	100%	114%	100%	82%	100%	100%
4252 AmericInn Ashland Anita	2/22/2017	100%	33%	114%		82%	100%	95%
4252 AmericInn Ashland Cathy	1/12/2017	100%	67%	107%	100%	73%	100%	93%
4252 AmericInn Ashland Cathy	2/28/2017	86%	67%	114%		82%	100%	95%
4252 AmericInn Ashland Jeff	1/16/2017	100%	133%	114%	100%	82%	100%	102%
4252 AmericInn Ashland Jeff	2/14/2017	100%	67%	114%		91%	83%	97%
4252 AmericInn Ashland Jeff	3/13/2017	100%	133%	114%		91%	100%	105%
4252 AmericInn Ashland Kristin	2/21/2017	100%	100%	107%		82%	100%	97%
4252 AmericInn Ashland Kristin	3/8/2017	100%	100%	114%		91%	100%	103%
4252 AmericInn Ashland Venise	1/16/2017	100%	133%	114%		82%	83%	100%
4252 AmericInn Ashland Venise	2/17/2017	100%	100%	107%		91%	100%	100%
4252 AmericInn Ashland Venise	3/7/2017	100%	100%	114%		73%	83%	95%
4253 Edgewater Hotel & Waterpark Aaron	1/19/2017	100%	133%	114%	100%	82%	100%	102%
4253 Edgewater Hotel & Waterpark Adalia	1/16/2017	100%	67%	114%	100%	82%	83%	95%
4253 Edgewater Hotel & Waterpark Adalia	3/8/2017	100%	100%	114%		82%	50%	92%
4253 Edgewater Hotel & Waterpark Casey	1/23/2017	100%	67%	114%	100%	91%	67%	95%
4253 Edgewater Hotel & Waterpark Kendra	1/23/2017	100%	67%	114%	100%	82%	50%	90%
4253 Edgewater Hotel & Waterpark Kendra	2/15/2017	100%	67%	107%	100%	82%	100%	95%



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4253	Edgewater Hotel & Waterpark Linnea	3/7/2017	100%	100%	114%		100%	100%	105%
4253	Edgewater Hotel & Waterpark Madeline	3/16/2017	100%	33%	114%	100%	73%	100%	93%
4254	Days Inn Duluth Devon	2/7/2017	100%	33%	100%		91%	100%	92%
4254	Days Inn Duluth Doug	3/20/2017	100%	100%	114%		100%	100%	105%
4254	Days Inn Duluth Erika	3/23/2017	100%	67%	106%		73%	100%	93%
4254	Days Inn Duluth Kelly	2/7/2017	100%	100%	114%		100%	100%	105%
4254	Days Inn Duluth Kelly	3/7/2017	86%	100%	114%		100%	100%	102%
4255	Downtown Duluth Inn Christina	2/5/2017	100%	100%	100%	100%	91%	83%	95%
4255	Downtown Duluth Inn Christina	3/1/2017	100%	67%	100%	100%	82%	83%	90%
4256	Best Western Bridgeview Anna	1/24/2017	100%	67%	100%	100%	73%	100%	90%
4256	Best Western Bridgeview Anna	2/8/2017	100%	133%	100%		100%	83%	100%
4257	Comfort Suites Independence Michael	1/30/2017	71%	67%	114%	100%	82%	83%	100%
4257	Comfort Suites Independence Travis	2/17/2017	100%	33%	114%		82%	83%	92%
4259	Days Inn & Suites Scottsdale Chineseee	2/14/2017	100%	33%	114%		82%	100%	95%
4259	Days Inn & Suites Scottsdale Chineseee	3/8/2017	100%	67%	114%	100%	91%	100%	100%
4259	Days Inn & Suites Scottsdale Debbie	2/25/2017	100%	67%	114%		82%	83%	95%
4259	Days Inn & Suites Scottsdale Deborah	3/23/2017	100%	133%	100%	100%	91%	67%	95%
4259	Days Inn & Suites Scottsdale Jana	3/5/2017	86%	100%	100%	100%	82%	100%	93%
4259	Days Inn & Suites Scottsdale Marcia	2/25/2017	100%	133%	86%		73%	100%	98%
4260	Hampton Inn & Suites Altus Cody	1/16/2017	100%	33%	117%		82%	83%	92%
4262	Residence Inn Sebring Brittany	2/27/2017	100%	133%	114%		91%	100%	105%
4262	Residence Inn Sebring Kacey	1/27/2017	86%	33%	113%		82%	83%	91%
4262	Residence Inn Sebring Kacey	2/28/2017	100%	133%	114%	100%	91%	100%	105%
4262	Residence Inn Sebring Kacey	3/10/2017	100%	133%	114%		100%	100%	108%
4262	Residence Inn Sebring Randy	2/18/2017	100%	67%	114%		91%	100%	100%
4262	Residence Inn Sebring Savannah	1/28/2017	100%	100%	114%		82%	83%	97%



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4262	Residence Inn Sebring	Savannah	3/8/2017	71%	100%	114%		82%	100%	95%
4262	Residence Inn Sebring	Victoria	2/21/2017	100%	133%	114%		82%	83%	100%
4262	Residence Inn Sebring	Victoria	3/15/2017	100%	100%	86%		100%	100%	95%
4263	Holiday Inn Express Scottsdal	Amanda B	3/29/2017	100%	100%	100%		82%	83%	93%
4263	Holiday Inn Express Scottsdal	Shelia	3/29/2017	100%	100%	114%		82%	50%	92%
4263	Holiday Inn Express Scottsdal	Stephen	3/23/2017	100%	33%	107%	100%	82%	100%	93%
4264	Inn on Lake Superior	Anthony	2/16/2017	86%	67%	114%	100%	73%	100%	93%
4264	Inn on Lake Superior	Anthony	3/1/2017	100%	33%	114%		82%	100%	95%
4264	Inn on Lake Superior	Brianna	1/28/2017	86%	100%	114%	300%	55%	0%	98%
4264	Inn on Lake Superior	Carolyn	1/26/2017	100%	100%	114%	100%	100%	100%	105%
4264	Inn on Lake Superior	Carolyn	2/21/2017	100%	133%	114%	100%	100%	83%	105%
4264	Inn on Lake Superior	Carolyn	3/30/2017	60%	133%	114%	100%	91%	83%	98%
4264	Inn on Lake Superior	Cody	3/30/2017	100%	133%	114%		82%	100%	103%
4264	Inn on Lake Superior	Joe	1/16/2017	100%	67%	120%	100%	73%	100%	95%
4264	Inn on Lake Superior	Julia	1/25/2017	86%	67%	114%	100%	82%	100%	95%
4264	Inn on Lake Superior	Julia	3/29/2017	100%	33%	114%		82%	83%	92%
4264	Inn on Lake Superior	Kassi	1/19/2017	100%	33%	114%	100%	82%	83%	93%
4264	Inn on Lake Superior	Kassi	2/23/2017	100%	67%	114%	100%	73%	100%	95%
4264	Inn on Lake Superior	Kelsey	2/21/2017	100%	133%	114%	100%	100%	100%	107%
4264	Inn on Lake Superior	Kelsey	3/31/2017	100%	133%	114%		91%	100%	105%
4264	Inn on Lake Superior	Luke	3/11/2017	100%	67%	114%		82%	83%	95%
4264	Inn on Lake Superior	Melanie	3/30/2017	100%	133%	114%		82%	100%	103%
4264	Inn on Lake Superior	Mike	2/27/2017	100%	100%	113%	100%	73%	100%	98%
4264	Inn on Lake Superior	Mike D	1/30/2017	60%	100%	114%	100%	82%	83%	93%
4264	Inn on Lake Superior	Mike O	3/11/2017	100%	33%	114%	100%	82%	100%	95%
4264	Inn on Lake Superior	Mitch	1/19/2017	100%	100%	114%	100%	82%	50%	93%



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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	Sarah	1/28/2017	100%	67%	114%	0%	82%	100%	90%
4264	Inn on Lake Superior	Sarah	3/25/2017	100%	100%	114%		82%	83%	97%
4264	Inn on Lake Superior	Tania	2/21/2017	100%	133%	114%	100%	100%	100%	107%
4264	Inn on Lake Superior	Tania	3/25/2017	100%	100%	114%		91%	100%	103%
4264	Inn on Lake Superior	Travis	1/23/2017	100%	100%	114%	100%	91%	83%	100%
4264	Inn on Lake Superior	Travis	2/22/2017	100%	100%	114%	100%	100%	100%	105%
4264	Inn on Lake Superior	Travis	3/12/2017	100%	33%	107%		91%	83%	92%
4264	Inn on Lake Superior	William	1/18/2017	100%	100%	114%	100%	82%	100%	100%
4264	Inn on Lake Superior	William	2/24/2017	100%	133%	114%	100%	82%	100%	102%
4264	Inn on Lake Superior	William	3/28/2017	100%	133%	113%		82%	100%	102%
4265	Hampton Inn Tucson	Diana	2/7/2017	71%	67%	114%	100%	73%	100%	91%
4265	Hampton Inn Tucson	Justin	2/5/2017	71%	100%	114%	100%	91%	83%	95%
4265	Hampton Inn Tucson	Melissa	2/5/2017	100%	100%	114%	100%	91%	83%	100%
4266	Hampton Inn & Suites ScottsdDeanna		2/16/2017	57%	67%	107%		100%	100%	93%
4266	Hampton Inn & Suites ScottsdMaria		1/27/2017	100%	33%	114%		82%	83%	92%
4266	Hampton Inn & Suites ScottsdMaria		2/14/2017	71%	100%	114%		91%	100%	98%
4266	Hampton Inn & Suites ScottsdMaria H		3/5/2017	100%	100%	114%	100%	91%	100%	102%
4266	Hampton Inn & Suites ScottsdSharon		1/29/2017	100%	67%	114%		91%	83%	97%
4266	Hampton Inn & Suites ScottsdSharon		2/14/2017	100%	133%	114%		91%	100%	105%
4266	Hampton Inn & Suites ScottsdSharon		3/12/2017	100%	133%	114%	100%	100%	100%	107%
4266	Hampton Inn & Suites ScottsdShirley		2/9/2017	100%	67%	114%		91%	67%	95%
4266	Hampton Inn & Suites ScottsdShirley		3/14/2017	100%	100%	114%	100%	100%	100%	102%
4266	Hampton Inn & Suites ScottsdVerity		1/31/2017	100%	33%	114%		91%	83%	95%
4266	Hampton Inn & Suites ScottsdVerity		3/6/2017	100%	133%	79%	9%	82%	100%	90%
4266	Hampton Inn & Suites ScottsdVianey		2/6/2017	100%	67%	86%		100%	100%	92%
4266	Hampton Inn & Suites ScottsdVianey		3/18/2017	86%	33%	114%	100%	91%	100%	95%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4267	Sleep Inn Scottsdale	Francisco	2/18/2017	100%	67%	100%		91%	100%	95%
4267	Sleep Inn Scottsdale	Shannon	3/16/2017	100%	100%	100%	100%	91%	100%	98%
4267	Sleep Inn Scottsdale	Sondra	3/14/2017	100%	100%	100%	100%	100%	100%	100%
4268	Hampton Inn Peoria	Gabe	3/8/2017	100%	100%	114%		100%	100%	105%
4268	Hampton Inn Peoria	Robert	3/16/2017	100%	33%	114%		82%	83%	92%
4269	Holiday Inn Express Oxford	Lance	3/15/2017	86%	133%	114%	100%	82%	83%	98%
4270	Hampton Inn Anthem	Cheryl	2/17/2017	100%	100%	114%	100%	73%	50%	90%
4270	Hampton Inn Anthem	Monique	2/19/2017	100%	100%	114%	100%	82%	100%	100%
4270	Hampton Inn Anthem	Monique	3/18/2017	100%	100%	114%		91%	100%	103%
4272	Best Western Plus Goldsboro	Adriana	2/12/2017	71%	133%	100%	100%	73%	100%	91%
4272	Best Western Plus Goldsboro	Caroline	3/19/2017	100%	67%	100%		91%	83%	92%
4272	Best Western Plus Goldsboro	Harry	2/10/2017	100%	133%	86%	100%	91%	83%	93%
4272	Best Western Plus Goldsboro	Harry	3/20/2017	100%	133%	93%		82%	100%	95%
4272	Best Western Plus Goldsboro	Sharon	3/12/2017	100%	100%	100%	100%	73%	83%	90%
4272	Best Western Plus Goldsboro	Tracey	2/9/2017	100%	33%	114%	100%	73%	100%	93%
4273	Hampton Inn Goldsboro	Nikki	3/31/2017	100%	33%	114%	0%	100%	83%	90%
4273	Hampton Inn Goldsboro	Stacy	3/18/2017	100%	133%	71%	100%	100%	83%	90%
4274	AmericInn Minocqua	Alex	3/14/2017	100%	133%	114%	100%	100%	100%	107%
4274	AmericInn Minocqua	Barbara	3/12/2017	100%	100%	114%	100%	64%	100%	95%
4274	AmericInn Minocqua	Bob	3/23/2017	100%	100%	86%	100%	91%	100%	93%
4274	AmericInn Minocqua	Dawn	3/21/2017	100%	67%	114%	100%	73%	100%	95%
4274	AmericInn Minocqua	Rosie	1/13/2017	100%	33%	114%		82%	83%	92%
4275	Country Inn & Suites Houghto	Eli	2/28/2017	100%	100%	114%		82%	100%	100%
4275	Country Inn & Suites Houghto	Eli	3/9/2017	100%	67%	107%	100%	82%	100%	95%
4275	Country Inn & Suites Houghto	Heather	2/21/2017	86%	67%	114%		82%	100%	95%
4275	Country Inn & Suites Houghto	Heather	3/9/2017	86%	100%	107%	100%	91%	83%	95%



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All Hotels	Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4275 Country Inn & Suites Houghto Joe	1/27/2017	100%	33%	114%	100%	82%	100%	95%
4275 Country Inn & Suites Houghto Joe	2/22/2017	100%	133%	114%	100%	82%	100%	102%
4275 Country Inn & Suites Houghto Joe	3/10/2017	100%	100%	114%	100%	91%	83%	100%
4275 Country Inn & Suites Houghto Paige	2/26/2017	86%	100%	114%		91%	100%	100%
4275 Country Inn & Suites Houghto Paige	3/15/2017	100%	67%	114%	100%	100%	83%	100%
4275 Country Inn & Suites Houghto Xochitl	2/26/2017	100%	67%	114%		100%	100%	103%
4275 Country Inn & Suites Houghto Xochitl	3/17/2017	86%	67%	114%	100%	73%	100%	93%
4276 Holiday Inn Express LawrenceAlison	1/30/2017	100%	100%	114%	100%	91%	83%	100%
4276 Holiday Inn Express LawrenceAlison	2/10/2017	100%	100%	114%		100%	100%	105%
4276 Holiday Inn Express LawrenceAlison	3/13/2017	100%	133%	113%	100%	100%	100%	107%
4276 Holiday Inn Express LawrenceBrett	2/16/2017	100%	100%	114%		91%	100%	103%
4276 Holiday Inn Express LawrenceBrett	3/15/2017	100%	33%	100%	100%	91%	100%	93%
4276 Holiday Inn Express LawrenceKatlyn	3/17/2017	100%	133%	86%	100%	100%	100%	98%
4276 Holiday Inn Express LawrenceMisty	3/17/2017	86%	100%	114%	100%	82%	100%	98%
4276 Holiday Inn Express LawrenceNancy	2/20/2017	71%	33%	100%		100%	100%	91%
4276 Holiday Inn Express LawrenceNancy	3/11/2017	100%	33%	114%	100%	91%	83%	95%

<b>ZMC Hotels Scores</b>	95%	89%	110%	88%	86%	91%	97%
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