



# 90% and Above Agent Shop Score Report Q2

## Reservation Agent Detail for June, 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 Alexis	4/6/2017	100%	100%	114%	100%	73%	50%	90%
4250 Holiday Inn Express Independ Jeremy	5/14/2017	100%	67%	107%		82%	83%	94%
4250 Holiday Inn Express Independ Lisa	4/14/2017	86%	133%	114%		73%	83%	95%
4250 Holiday Inn Express Independ Lisa	6/18/2017	100%	100%	100%		73%	83%	91%
4251 Hampton Inn Lake Havasu Carol	6/18/2017	71%	100%	114%		82%	100%	94%
4251 Hampton Inn Lake Havasu Jerrie	4/6/2017	100%	67%	114%		91%	100%	100%
4251 Hampton Inn Lake Havasu Joanie	4/10/2017	100%	133%	100%		91%	100%	100%
4251 Hampton Inn Lake Havasu Prisma	4/5/2017	100%	100%	114%		91%	100%	102%
4251 Hampton Inn Lake Havasu Prisma	5/13/2017	71%	133%	114%	100%	82%	100%	97%
4251 Hampton Inn Lake Havasu Prisma	6/10/2017	86%	67%	114%		73%	100%	91%
4252 AmericInn Ashland Anita	5/23/2017	100%	67%	114%		73%	83%	94%
4252 AmericInn Ashland Anota	4/7/2017	100%	100%	114%	100%	82%	100%	100%
4252 AmericInn Ashland Cathy	4/5/2017	60%	100%	114%	100%	82%	100%	95%
4252 AmericInn Ashland Cathy	5/17/2017	100%	67%	114%		82%	83%	97%
4252 AmericInn Ashland Cathy	6/14/2017	100%	67%	114%	100%	73%	83%	94%
4252 AmericInn Ashland Jeff	4/9/2017	86%	100%	114%	100%	91%	83%	98%
4252 AmericInn Ashland Jeff	5/16/2017	100%	100%	117%		91%	83%	103%
4252 AmericInn Ashland Jeff	6/8/2017	86%	100%	100%		91%	83%	94%
4252 AmericInn Ashland Kristin	4/6/2017	100%	33%	114%	100%	82%	100%	95%
4252 AmericInn Ashland Venise	4/7/2017	60%	133%	114%	100%	82%	100%	98%
4252 AmericInn Ashland Venise	5/30/2017	100%	67%	117%		82%	100%	97%
4252 AmericInn Ashland Venise	6/13/2017	86%	33%	114%		91%	83%	94%
4253 Edgewater Hotel & Waterpark Aaron	4/25/2017	100%	67%	114%	100%	73%	100%	95%
4253 Edgewater Hotel & Waterpark Aaron	6/28/2017	100%	67%	114%		64%	50%	91%
4253 Edgewater Hotel & Waterpark Adalia	4/13/2017	100%	100%	114%	100%	91%	83%	100%
4253 Edgewater Hotel & Waterpark Adalia	6/29/2017	100%	67%	107%	100%	82%	83%	94%



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4253	Edgewater Hotel & Waterpark Austin		4/14/2017	100%	133%	100%	100%	82%	83%	95%
4253	Edgewater Hotel & Waterpark Austin		5/21/2017	100%	133%	114%		100%	67%	109%
4253	Edgewater Hotel & Waterpark Austin		6/21/2017	100%	133%	100%	100%	82%	83%	97%
4253	Edgewater Hotel & Waterpark Courtney		4/25/2017	100%	100%	114%	100%	45%	100%	90%
4253	Edgewater Hotel & Waterpark Kathleen		4/23/2017	100%	67%	114%	100%	73%	100%	95%
4253	Edgewater Hotel & Waterpark Linnea		4/22/2017	100%	100%	114%	100%	91%	100%	102%
4253	Edgewater Hotel & Waterpark Madeline		4/27/2017	100%	67%	114%	100%	73%	83%	93%
4253	Edgewater Hotel & Waterpark Madeline		6/24/2017	71%	67%	114%	100%	91%	83%	95%
4254	Days Inn Duluth	Brian	5/12/2017	100%	33%	114%		82%	100%	94%
4254	Days Inn Duluth	Doug	4/28/2017	100%	133%	114%	100%	100%	100%	107%
4254	Days Inn Duluth	Doug	5/7/2017	100%	67%	114%	100%	91%	100%	100%
4254	Days Inn Duluth	Doug	6/14/2017	100%	67%	100%		91%	100%	94%
4254	Days Inn Duluth	Erika	4/27/2017	100%	33%	114%		100%	100%	100%
4254	Days Inn Duluth	Haley	5/10/2017	100%	67%	107%	100%	73%	100%	92%
4254	Days Inn Duluth	Haley	6/18/2017	100%	33%	114%	100%	91%	100%	97%
4254	Days Inn Duluth	Kelly	4/26/2017	86%	67%	100%		91%	83%	90%
4254	Days Inn Duluth	Kelly	5/8/2017	100%	33%	114%	100%	82%	100%	94%
4254	Days Inn Duluth	Kelly	6/13/2017	100%	100%	100%		82%	100%	94%
4255	Downtown Duluth Inn	Christina	4/7/2017	100%	100%	100%	100%	100%	83%	98%
4257	Comfort Suites Independence Leona		5/10/2017	100%	67%	107%		91%	100%	97%
4257	Comfort Suites Independence Leona		6/6/2017	57%	67%	114%	100%	91%	100%	92%
4258	Days Inn Altus	John	6/18/2017	100%	67%	100%	100%	82%	100%	92%
4258	Days Inn Altus	Rachel	5/7/2017	100%	100%	100%		82%	83%	94%
4258	Days Inn Altus	Rachel	6/10/2017	71%	67%	114%		91%	83%	94%
4258	Days Inn Altus	Sunnie	6/21/2017	100%	100%	100%		91%	100%	97%
4259	Days Inn & Suites Scottsdale	Anitra	5/17/2017	71%	100%	114%	100%	82%	100%	95%



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4259	Days Inn & Suites Scottsdale	Chineseese	5/14/2017	100%	67%	114%	100%	91%	83%	100%
4259	Days Inn & Suites Scottsdale	Chineseese	6/30/2017	60%	67%	117%		91%	83%	94%
4259	Days Inn & Suites Scottsdale	Jana	5/14/2017	100%	100%	120%	100%	82%	100%	100%
4259	Days Inn & Suites Scottsdale	Jana	6/30/2017	100%	100%	114%		91%	83%	103%
4259	Days Inn & Suites Scottsdale	Marcia	5/8/2017	86%	100%	114%	100%	91%	100%	100%
4259	Days Inn & Suites Scottsdale	Trisha	5/5/2017	100%	100%	107%	100%	82%	100%	97%
4259	Days Inn & Suites Scottsdale	Trisha	6/10/2017	100%	67%	93%		91%	100%	91%
4260	Hampton Inn & Suites Altus	Cody	4/19/2017	100%	67%	114%	100%	82%	83%	95%
4260	Hampton Inn & Suites Altus	Cody	5/9/2017	100%	100%	100%		82%	83%	94%
4260	Hampton Inn & Suites Altus	Tammy	6/9/2017	100%	133%	114%		82%	83%	103%
4262	Residence Inn Sebring	Brittany	4/8/2017	100%	133%	114%		100%	83%	105%
4262	Residence Inn Sebring	Brittany	5/10/2017	86%	133%	114%		73%	100%	97%
4262	Residence Inn Sebring	Brittany	6/7/2017	100%	133%	114%		45%	100%	91%
4262	Residence Inn Sebring	Kacey	4/14/2017	100%	133%	114%		100%	100%	108%
4262	Residence Inn Sebring	Kacey	5/18/2017	100%	133%	114%	100%	91%	100%	106%
4262	Residence Inn Sebring	Kacey	6/16/2017	100%	133%	114%		100%	100%	109%
4262	Residence Inn Sebring	Victoria	5/22/2017	100%	133%	114%	100%	45%	100%	92%
4263	Holiday Inn Express Scottsdal	Amanda	6/21/2017	100%	133%	114%		91%	100%	106%
4263	Holiday Inn Express Scottsdal	Amanda B	5/14/2017	100%	133%	114%		55%	100%	94%
4263	Holiday Inn Express Scottsdal	Irvin	4/28/2017	60%	100%	114%	100%	73%	100%	93%
4263	Holiday Inn Express Scottsdal	Irvin	6/9/2017	100%	33%	114%		73%	67%	91%
4263	Holiday Inn Express Scottsdal	Shelia	5/25/2017	100%	133%	114%		73%	100%	100%
4264	Inn on Lake Superior	Anthony	5/10/2017	100%	67%	114%	100%	82%	100%	97%
4264	Inn on Lake Superior	Brianna	4/9/2017	100%	100%	100%	100%	73%	100%	93%
4264	Inn on Lake Superior	Carolyn	4/7/2017	100%	100%	113%	100%	100%	83%	102%
4264	Inn on Lake Superior	Cody	5/11/2017	100%	100%	114%	100%	91%	100%	103%



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4264	Inn on Lake Superior	Julia	5/18/2017	100%	50%	114%	100%	73%	83%	94%
4264	Inn on Lake Superior	Kelsey	4/6/2017	100%	67%	107%	100%	91%	100%	98%
4264	Inn on Lake Superior	Kelsey	5/17/2017	100%	100%	107%		82%	100%	97%
4264	Inn on Lake Superior	Luke	5/7/2017	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	McKenzie	6/22/2017	100%	67%	114%	100%	82%	100%	97%
4264	Inn on Lake Superior	Melanie	4/11/2017	60%	133%	114%	100%	82%	100%	98%
4264	Inn on Lake Superior	Sarah	4/22/2017	100%	133%	114%	100%	91%	100%	105%
4264	Inn on Lake Superior	Tania	4/6/2017	100%	100%	113%	100%	91%	100%	102%
4264	Inn on Lake Superior	Tania	5/6/2017	100%	100%	114%	100%	100%	100%	106%
4264	Inn on Lake Superior	Travis	4/10/2017	100%	67%	114%	100%	91%	100%	100%
4264	Inn on Lake Superior	Travis	5/22/2017	100%	100%	114%		100%	83%	106%
4264	Inn on Lake Superior	William	4/5/2017	71%	100%	107%	100%	91%	100%	95%
4265	Hampton Inn Tucson	Earline	5/8/2017	100%	100%	100%	100%	91%	50%	97%
4265	Hampton Inn Tucson	Earline	6/27/2017	100%	33%	100%		91%	83%	90%
4265	Hampton Inn Tucson	Justin	5/10/2017	86%	100%	114%	100%	91%	100%	100%
4265	Hampton Inn Tucson	Justin	6/16/2017	86%	100%	100%		91%	83%	94%
4265	Hampton Inn Tucson	Tray	5/17/2017	100%	100%	114%	100%	91%	83%	103%
4266	Hampton Inn & Suites Scottsd	Deanna	6/8/2017	100%	100%	86%		91%	100%	91%
4266	Hampton Inn & Suites Scottsd	Maria	4/20/2017	86%	100%	114%		100%	100%	102%
4266	Hampton Inn & Suites Scottsd	Maria	5/11/2017	86%	100%	114%		91%	100%	100%
4266	Hampton Inn & Suites Scottsd	Maria	6/22/2017	86%	100%	114%		82%	100%	97%
4266	Hampton Inn & Suites Scottsd	Sharon	4/25/2017	100%	100%	114%		100%	83%	102%
4266	Hampton Inn & Suites Scottsd	Sharon	5/21/2017	100%	133%	114%	100%	91%	100%	106%
4266	Hampton Inn & Suites Scottsd	Sharon	6/26/2017	100%	100%	114%		100%	100%	106%
4266	Hampton Inn & Suites Scottsd	Shirley	4/28/2017	100%	133%	114%		100%	100%	108%
4266	Hampton Inn & Suites Scottsd	Shirley	5/11/2017	100%	100%	100%	100%	82%	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
4266 Hampton Inn & Suites ScottsdShirley	6/15/2017	100%	133%	114%		91%	100%	106%
4266 Hampton Inn & Suites ScottsdVerity	4/29/2017	100%	67%	114%		100%	100%	103%
4266 Hampton Inn & Suites ScottsdVerity	6/19/2017	100%	67%	114%		91%	100%	100%
4266 Hampton Inn & Suites ScottsdVianey	4/21/2017	100%	100%	114%		100%	50%	98%
4266 Hampton Inn & Suites ScottsdVianey	5/18/2017	100%	67%	114%		100%	100%	103%
4267 Sleep Inn Scottsdale Francisco	4/16/2017	100%	100%	114%		100%	100%	105%
4267 Sleep Inn Scottsdale Francisco	5/17/2017	100%	133%	113%	100%	91%	100%	105%
4267 Sleep Inn Scottsdale Francisco	6/14/2017	100%	133%	100%		100%	100%	103%
4267 Sleep Inn Scottsdale Jazmine	4/24/2017	100%	133%	114%		91%	100%	105%
4267 Sleep Inn Scottsdale Jazmine	5/15/2017	86%	133%	100%		100%	100%	100%
4267 Sleep Inn Scottsdale Sondra	4/25/2017	60%	100%	114%		100%	83%	97%
4267 Sleep Inn Scottsdale Sondra	5/9/2017	100%	133%	114%		100%	100%	109%
4267 Sleep Inn Scottsdale Sondra	6/13/2017	100%	133%	71%		100%	83%	91%
4268 Hampton Inn Peoria Denise	4/19/2017	100%	100%	100%	100%	73%	83%	90%
4268 Hampton Inn Peoria Gabe	4/8/2017	100%	100%	114%	100%	82%	83%	98%
4268 Hampton Inn Peoria Gabe	6/19/2017	100%	67%	100%		91%	83%	94%
4268 Hampton Inn Peoria Robert	4/7/2017	100%	33%	107%	100%	91%	83%	93%
4268 Hampton Inn Peoria Tammy	5/21/2017	100%	100%	93%		100%	83%	97%
4269 Holiday Inn Express Oxford Diane	4/15/2017	60%	67%	114%	100%	73%	100%	90%
4269 Holiday Inn Express Oxford Doris	4/22/2017	100%	67%	100%	100%	82%	83%	90%
4269 Holiday Inn Express Oxford Lance	6/20/2017	86%	67%	114%		82%	100%	94%
4270 Hampton Inn Anthem Carmelo	6/7/2017	100%	100%	100%	100%	82%	100%	94%
4270 Hampton Inn Anthem Gabrielle	6/20/2017	86%	100%	100%	100%	82%	100%	92%
4270 Hampton Inn Anthem Lindsey	6/9/2017	100%	67%	100%	100%	82%	100%	92%
4270 Hampton Inn Anthem Michelle	4/24/2017	86%	133%	114%		45%	100%	90%
4270 Hampton Inn Anthem Monique	4/14/2017	100%	133%	114%		91%	100%	105%



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4270	Hampton Inn Anthem	Monique	5/19/2017	100%	133%	100%	100%	82%	100%	97%
4270	Hampton Inn Anthem	Monique	6/17/2017	100%	133%	117%		91%	100%	106%
4270	Hampton Inn Anthem	Victoria	4/12/2017	71%	100%	114%		91%	100%	98%
4271	Hampton Inn & Suites Oxford	Bonita	5/10/2017	100%	67%	114%	100%	91%	83%	100%
4271	Hampton Inn & Suites Oxford	Linda	5/10/2017	86%	100%	114%	100%	91%	100%	100%
4273	Hampton Inn Goldsboro	Jennifer	5/21/2017	100%	100%	107%	100%	82%	83%	97%
4273	Hampton Inn Goldsboro	Keith	4/25/2017	100%	67%	114%		82%	83%	95%
4273	Hampton Inn Goldsboro	Keith	5/14/2017	100%	33%	114%	100%	82%	83%	94%
4273	Hampton Inn Goldsboro	Keith	6/29/2017	100%	100%	114%		82%	83%	100%
4273	Hampton Inn Goldsboro	Nikki	4/26/2017	100%	67%	114%		82%	67%	92%
4273	Hampton Inn Goldsboro	Nikki	5/10/2017	86%	67%	114%	100%	100%	83%	100%
4273	Hampton Inn Goldsboro	Stacy	6/11/2017	86%	33%	114%	100%	91%	83%	95%
4274	AmericInn Minocqua	Alex	5/20/2017	71%	100%	114%	100%	82%	100%	95%
4274	AmericInn Minocqua	Alex	6/30/2017	71%	133%	107%		82%	100%	94%
4274	AmericInn Minocqua	Barbara	4/6/2017	100%	100%	114%	100%	73%	100%	98%
4274	AmericInn Minocqua	Barbara	5/15/2017	100%	133%	114%	0%	82%	100%	94%
4274	AmericInn Minocqua	Barbara	6/14/2017	100%	100%	117%		91%	100%	103%
4274	AmericInn Minocqua	Dawn	4/11/2017	100%	67%	114%		82%	100%	97%
4274	AmericInn Minocqua	Dawn	5/15/2017	71%	67%	114%		82%	100%	91%
4274	AmericInn Minocqua	Dawn	6/21/2017	100%	67%	113%		91%	50%	100%
4274	AmericInn Minocqua	Jai	6/23/2017	100%	67%	43%		91%	100%	100%
4274	AmericInn Minocqua	Rose	4/6/2017	100%	100%	114%		100%	100%	105%
4274	AmericInn Minocqua	Rose	5/11/2017	100%	100%	114%	100%	100%	50%	106%
4274	AmericInn Minocqua	Rose	6/15/2017	100%	100%	117%		100%	100%	106%
4275	Country Inn & Suites Houghto	Heather	4/25/2017	100%	100%	107%	100%	82%		97%
4275	Country Inn & Suites Houghto	Joe	4/22/2017	100%	100%	114%	100%	100%	83%	102%



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4275 Country Inn & Suites Houghto Joe	5/21/2017	100%	133%	114%	100%	100%	100%	108%
4275 Country Inn & Suites Houghto Joe	6/22/2017	100%	100%	114%	100%	73%	100%	97%
4275 Country Inn & Suites Houghto Kimberlee	6/21/2017	100%	133%	113%	100%	82%	100%	103%
4275 Country Inn & Suites Houghto Paige	4/9/2017	100%	100%	114%	0%	82%	100%	93%
4275 Country Inn & Suites Houghto Paige	5/23/2017	43%	150%	114%	100%	100%	100%	97%
4276 Holiday Inn Express LawrenceAlison	4/17/2017	100%	133%	100%	100%	100%	100%	102%
4276 Holiday Inn Express LawrenceAlison	5/17/2017	100%	133%	113%	100%	100%	100%	108%
4276 Holiday Inn Express LawrenceAlison	6/21/2017	100%	133%	117%		91%	100%	107%
4276 Holiday Inn Express LawrenceBrett	5/20/2017	100%	67%	100%		100%	83%	97%
4276 Holiday Inn Express LawrenceBrett	6/22/2017	71%	133%	100%		82%	100%	92%
4276 Holiday Inn Express LawrenceKatlyn	4/11/2017	100%	33%	107%	100%	82%	100%	93%
4276 Holiday Inn Express LawrenceMisty	4/13/2017	100%	133%	114%	100%	45%	100%	93%
4276 Holiday Inn Express LawrenceMisty	5/19/2017	100%	133%	113%	100%	91%	100%	105%
4277 Hampton Inn & Suites Rogers Amy K	6/26/2017	100%	133%	86%	100%	82%	83%	92%
4278 Hampton Inn Hibbing Denise	4/9/2017	100%	100%	114%	100%	73%	83%	95%
4278 Hampton Inn Hibbing Denise	5/19/2017	100%	67%	114%		82%	100%	97%
4278 Hampton Inn Hibbing Denise	6/24/2017	100%	67%	114%		82%	100%	97%
4278 Hampton Inn Hibbing Jackie	4/22/2017	100%	67%	114%	100%	73%	100%	95%
4278 Hampton Inn Hibbing Rachel	6/16/2017	100%	67%	114%		100%	100%	104%
<b>ZMC Hotels Scores</b>		93%	94%	110%	98%	86%	93%	98%