



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 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	Curtis	9/21/2017	100%	67%	114%	100%	91%	83%	100%
4250	Holiday Inn Express Independ	Jeremy	8/24/2017	100%	67%	100%		82%	83%	91%
4250	Holiday Inn Express Independ	Kia	8/24/2017	100%	50%	114%		91%	83%	100%
4250	Holiday Inn Express Independ	Lisa	8/23/2017	100%	67%	114%		91%	83%	100%
4251	Hampton Inn Lake Havasu	Carol	7/20/2017	71%	100%	114%		91%	67%	97%
4251	Hampton Inn Lake Havasu	Carol	8/8/2017	100%	33%	114%		82%	83%	94%
4251	Hampton Inn Lake Havasu	Carol	9/27/2017	86%	100%	114%	100%	91%	83%	100%
4251	Hampton Inn Lake Havasu	Jerrie	7/27/2017	100%	33%	117%		82%	100%	94%
4251	Hampton Inn Lake Havasu	Jerrie	8/4/2017	71%	67%	114%	100%	82%	50%	92%
4251	Hampton Inn Lake Havasu	Joanie	9/15/2017	100%	133%	79%	100%	91%	100%	92%
4251	Hampton Inn Lake Havasu	Melissa	9/21/2017	71%	100%	114%	100%	91%	83%	97%
4251	Hampton Inn Lake Havasu	Prisma	7/23/2017	100%	133%	117%		91%	100%	106%
4251	Hampton Inn Lake Havasu	Prisma	8/9/2017	100%	100%	114%	100%	91%	100%	103%
4251	Hampton Inn Lake Havasu	Prisma	9/20/2017	86%	67%	117%		82%	100%	94%
4251	Hampton Inn Lake Havasu	Tracy	8/31/2017	71%	100%	114%		73%	100%	91%
4252	AmericInn Ashland	Anita	7/8/2017	100%	67%	117%		91%	67%	100%
4252	AmericInn Ashland	Anita	8/15/2017	100%	100%	114%		73%	83%	97%
4252	AmericInn Ashland	Cathy	7/20/2017	100%	33%	114%		82%	83%	94%
4252	AmericInn Ashland	Cathy	9/21/2017	71%	133%	114%		82%	100%	97%
4252	AmericInn Ashland	Gwen	9/17/2017	100%	67%	107%	100%	82%	83%	94%
4252	AmericInn Ashland	Jeff	7/20/2017	100%	100%	114%		91%	100%	103%
4252	AmericInn Ashland	Jeff	8/11/2017	100%	100%	114%	100%	82%	100%	100%
4252	AmericInn Ashland	Jeff	9/18/2017	100%	133%	114%		91%	100%	106%
4252	AmericInn Ashland	Venise	7/22/2017	100%	67%	114%		82%	100%	97%
4252	AmericInn Ashland	Venise	9/8/2017	100%	67%	114%		82%	100%	97%
4253	Edgewater Hotel & Waterpark	Aaron	8/10/2017	100%	100%	114%	100%	91%	100%	103%



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 2017

All Hotels		Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4253	Edgewater Hotel & Waterpark Aaron	9/14/2017	100%	100%	114%	100%	82%	83%	100%
4253	Edgewater Hotel & Waterpark Casey B	8/9/2017	86%	100%	114%	100%	91%	83%	100%
4253	Edgewater Hotel & Waterpark Colin	8/4/2017	100%	67%	114%	100%	91%	100%	100%
4253	Edgewater Hotel & Waterpark Colin	9/28/2017	100%	33%	100%		83%	100%	90%
4253	Edgewater Hotel & Waterpark Kendra	8/6/2017	100%	67%	107%	100%	91%	83%	97%
4254	Days Inn Duluth Kelly	7/10/2017	86%	133%	114%	100%	82%	83%	100%
4254	Days Inn Duluth Kelly	8/8/2017	71%	100%	100%		91%	83%	91%
4254	Days Inn Duluth Stephen	7/29/2017	100%	100%	114%	100%	100%	100%	106%
4254	Days Inn Duluth Stephen	9/16/2017	100%	133%	100%	100%	100%	100%	103%
4256	Best Western Bridgeview Sarah	7/25/2017	100%	100%	114%	100%	82%	100%	100%
4257	Comfort Suites Independence Jamie	8/9/2017	100%	133%	114%		91%	83%	106%
4257	Comfort Suites Independence Jamie	9/7/2017	100%	100%	114%	100%	91%	100%	103%
4257	Comfort Suites Independence Jeremy	9/18/2017	100%	67%	114%		100%	83%	103%
4257	Comfort Suites Independence Leona	7/24/2017	100%	100%	114%		91%	83%	103%
4257	Comfort Suites Independence Travis	8/7/2017	86%	67%	114%		82%	83%	94%
4257	Comfort Suites Independence Travis	9/17/2017	100%	100%	100%		82%	83%	94%
4258	Days Inn Altus John	7/14/2017	100%	100%	100%		82%	100%	94%
4258	Days Inn Altus John	9/19/2017	100%	100%	100%	100%	82%	83%	94%
4258	Days Inn Altus Melissa	7/24/2017	100%	100%	93%		82%	100%	91%
4258	Days Inn Altus Melissa	9/14/2017	100%	100%	100%		91%	83%	97%
4258	Days Inn Altus Rachel	7/20/2017	60%	133%	100%		100%	100%	97%
4258	Days Inn Altus Rachel	9/18/2017	100%	100%	100%	0%	82%	100%	94%
4258	Days Inn Altus Sunnie	7/13/2017	100%	33%	100%		91%	67%	91%
4259	Days Inn & Suites Scottsdale Anitra	7/11/2017	100%	67%	100%		82%	100%	91%
4259	Days Inn & Suites Scottsdale Anitra	8/7/2017	100%	100%	107%	100%	82%	83%	97%
4259	Days Inn & Suites Scottsdale Chinesee	7/9/2017	100%	33%	114%		91%	100%	97%



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 2017

All Hotels	Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4259 Days Inn & Suites Scottsdale Jana	7/8/2017	100%	100%	114%		82%	83%	100%
4259 Days Inn & Suites Scottsdale Jana	9/11/2017	100%	100%	114%	100%	82%	100%	100%
4259 Days Inn & Suites Scottsdale Marcia	7/13/2017	100%	67%	107%		82%	100%	94%
4259 Days Inn & Suites Scottsdale Marcia	9/8/2017	100%	100%	114%	100%	91%	83%	103%
4259 Days Inn & Suites Scottsdale Trisha	9/25/2017	100%	67%	93%		91%	100%	91%
4260 Hampton Inn & Suites Altus Cody	7/10/2017	100%	67%	114%	100%	73%	67%	94%
4260 Hampton Inn & Suites Altus Kristen	8/19/2017	100%	100%	86%		91%	83%	91%
4260 Hampton Inn & Suites Altus Tammy	7/9/2017	100%	100%	114%	100%	82%	100%	100%
4260 Hampton Inn & Suites Altus Tammy	8/13/2017	100%	133%	114%		100%	83%	109%
4260 Hampton Inn & Suites Altus Tammy	9/9/2017	100%	133%	114%		91%	83%	106%
4260 Hampton Inn & Suites Altus Theresa	7/8/2017	100%	100%	114%	100%	82%	83%	100%
4262 Residence Inn Sebring Brittany	7/16/2017	100%	100%	114%	100%	91%	100%	103%
4262 Residence Inn Sebring Brittany	9/20/2017	100%	133%	100%	100%	100%	83%	103%
4262 Residence Inn Sebring Christy	7/11/2017	86%	133%	114%	100%	82%	100%	100%
4262 Residence Inn Sebring Kacey	7/12/2017	100%	133%	114%	100%	100%	100%	108%
4262 Residence Inn Sebring Kacey	8/24/2017	86%	133%	117%		100%	83%	106%
4262 Residence Inn Sebring Kacey	9/6/2017	100%	133%	114%	100%	100%	100%	108%
4262 Residence Inn Sebring Randy	7/25/2017	100%	100%	114%	100%	91%	100%	103%
4262 Residence Inn Sebring Victoria	7/12/2017	100%	67%	100%	100%	100%	100%	97%
4262 Residence Inn Sebring Victoria	8/12/2017	100%	67%	100%		100%	83%	97%
4263 Holiday Inn Express Scottsdal Amanda	9/24/2017	86%	100%	100%		82%	83%	91%
4263 Holiday Inn Express Scottsdal Amanda B	7/9/2017	100%	100%	114%		91%	83%	103%
4263 Holiday Inn Express Scottsdal Irvin	7/7/2017	100%	100%	100%		82%	67%	94%
4263 Holiday Inn Express Scottsdal Irvin	8/23/2017	100%	100%	114%	100%	82%	83%	100%
4263 Holiday Inn Express Scottsdal Sheila	8/13/2017	100%	133%	83%		82%	83%	90%
4263 Holiday Inn Express Scottsdal Shelia	7/17/2017	86%	133%	107%		82%	83%	97%



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 2017

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4264	Inn on Lake Superior	Anthony	7/22/2017	100%	67%	114%	100%	82%	100%	97%
4264	Inn on Lake Superior	Anthony	9/20/2017	100%	33%	114%		82%	83%	94%
4264	Inn on Lake Superior	Austin	8/10/2017	60%	100%	114%	100%	91%	100%	97%
4264	Inn on Lake Superior	Austin	9/23/2017	100%	133%	100%	100%	82%	100%	97%
4264	Inn on Lake Superior	Austin M	7/16/2017	0%	0%	0%	0%	0%	0%	103%
4264	Inn on Lake Superior	Austin T	9/6/2017	100%	133%	114%	100%	91%	50%	106%
4264	Inn on Lake Superior	Carolyn	8/7/2017	100%	133%	114%	100%	100%	100%	108%
4264	Inn on Lake Superior	Emma	9/30/2017	100%	100%	114%	100%	82%	83%	100%
4264	Inn on Lake Superior	Jon	8/28/2017	100%	67%	107%	100%	82%	100%	94%
4264	Inn on Lake Superior	Kaylie	7/19/2017	100%	100%	114%	100%	82%	100%	100%
4264	Inn on Lake Superior	Kaylie	8/25/2017	100%	67%	117%	100%	91%	100%	100%
4264	Inn on Lake Superior	Kaylie	9/25/2017	100%	100%	114%		100%	83%	106%
4264	Inn on Lake Superior	Kelsey	7/21/2017	60%	67%	114%	100%	82%	83%	92%
4264	Inn on Lake Superior	Kelsey	9/29/2017	100%	133%	114%	100%	91%	83%	106%
4264	Inn on Lake Superior	Luke	7/20/2017	100%	67%	114%	0%	91%	83%	91%
4264	Inn on Lake Superior	Luke	9/19/2017	100%	67%	114%	100%	91%	83%	100%
4264	Inn on Lake Superior	Mike	7/13/2017	86%	33%	114%	100%	82%	100%	92%
4264	Inn on Lake Superior	Mike O	9/28/2017	100%	100%	114%	100%	82%	100%	100%
4264	Inn on Lake Superior	Travis	8/9/2017	71%	100%	113%	100%	100%	100%	100%
4264	Inn on Lake Superior	Travis	9/28/2017	100%	100%	114%		100%	50%	106%
4265	Hampton Inn Tucson	Earline	9/17/2017	100%	100%	100%	100%	82%	100%	94%
4265	Hampton Inn Tucson	Justin	8/17/2017	86%	100%	114%		100%	67%	103%
4265	Hampton Inn Tucson	Tray	7/8/2017	100%	133%	100%		91%	100%	100%
4265	Hampton Inn Tucson	Tray	8/15/2017	100%	133%	114%		91%	100%	106%
4265	Hampton Inn Tucson	Tray	9/19/2017	100%	133%	100%	100%	82%	83%	97%
4266	Hampton Inn & Suites Scottsd	Maria	7/7/2017	100%	100%	114%		91%	100%	103%



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 2017

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4266	Hampton Inn & Suites Scottsd	Maria	8/7/2017	86%	133%	114%		100%	100%	106%
4266	Hampton Inn & Suites Scottsd	Maria	9/12/2017	100%	133%	114%		73%	100%	100%
4266	Hampton Inn & Suites Scottsd	Sharon	7/11/2017	100%	67%	114%	100%	82%	100%	97%
4266	Hampton Inn & Suites Scottsd	Sharon	8/12/2017	100%	67%	100%	100%	82%	100%	92%
4266	Hampton Inn & Suites Scottsd	Sharon	9/12/2017	100%	100%	114%	100%	91%	100%	103%
4266	Hampton Inn & Suites Scottsd	Shirley	7/27/2017	86%	67%	117%		91%	100%	97%
4266	Hampton Inn & Suites Scottsd	Shirley	8/7/2017	100%	100%	114%		91%	83%	103%
4266	Hampton Inn & Suites Scottsd	Shirley	9/15/2017	71%	133%	114%		91%	100%	100%
4266	Hampton Inn & Suites Scottsd	Verity	7/25/2017	86%	100%	114%		91%	100%	100%
4266	Hampton Inn & Suites Scottsd	Verity	8/8/2017	100%	100%	114%	100%	82%	100%	100%
4266	Hampton Inn & Suites Scottsd	Verity	9/17/2017	100%	133%	114%	100%	91%	100%	106%
4266	Hampton Inn & Suites Scottsd	Vianey	7/9/2017	71%	67%	114%		91%	100%	94%
4266	Hampton Inn & Suites Scottsd	Vianey	8/3/2017	86%	67%	114%		82%	100%	94%
4267	Sleep Inn Scottsdale	Francisco	8/5/2017	86%	133%	86%	100%	91%	100%	92%
4267	Sleep Inn Scottsdale	Jazmine	7/26/2017	86%	133%	86%	100%	91%	100%	92%
4267	Sleep Inn Scottsdale	Jazmine	8/8/2017	100%	133%	86%	100%	91%	100%	94%
4267	Sleep Inn Scottsdale	Sondra	7/11/2017	100%	133%	114%	100%	100%	100%	108%
4267	Sleep Inn Scottsdale	Sondra	8/17/2017	100%	100%	86%	100%	100%	100%	94%
4267	Sleep Inn Scottsdale	Sondra	9/6/2017	71%	100%	114%	100%	100%	100%	100%
4268	Hampton Inn Peoria	Denise	7/23/2017	100%	100%	100%	100%	82%	100%	94%
4268	Hampton Inn Peoria	Denise	9/15/2017	100%	67%	100%	100%	82%	83%	92%
4268	Hampton Inn Peoria	Gabe	7/24/2017	100%	67%	117%		100%	50%	103%
4268	Hampton Inn Peoria	Gabe	8/29/2017	100%	67%	100%		82%	100%	91%
4268	Hampton Inn Peoria	Robert	8/31/2017	100%	133%	114%		82%	83%	103%
4268	Hampton Inn Peoria	Tammy	9/24/2017	100%	133%	100%	100%	82%	100%	97%
4269	Holiday Inn Express Oxford	Annette	7/9/2017	86%	67%	114%		82%	100%	94%



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 2017

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4269	Holiday Inn Express Oxford	Diane	9/29/2017	100%	33%	114%	100%	82%	100%	94%
4269	Holiday Inn Express Oxford	Doris	8/6/2017	86%	67%	114%	100%	91%	100%	97%
4269	Holiday Inn Express Oxford	Lance	7/7/2017	86%	100%	114%		82%	67%	97%
4269	Holiday Inn Express Oxford	Lance	8/8/2017	100%	133%	100%	100%	82%	100%	97%
4269	Holiday Inn Express Oxford	Ty	7/8/2017	100%	100%	100%		82%	83%	94%
4269	Holiday Inn Express Oxford	Ty	8/9/2017	100%	67%	114%	100%	82%	100%	97%
4270	Hampton Inn Anthem	Carly	7/12/2017	100%	100%	100%	100%	82%	83%	94%
4270	Hampton Inn Anthem	Carly	8/16/2017	86%	100%	100%		82%	100%	91%
4270	Hampton Inn Anthem	Michelle	7/13/2017	86%	133%	100%	100%	91%	100%	97%
4270	Hampton Inn Anthem	Monique	7/14/2017	100%	133%	100%	100%	91%	100%	100%
4270	Hampton Inn Anthem	Monique	8/12/2017	100%	133%	114%	100%	91%	100%	106%
4270	Hampton Inn Anthem	Monique	9/19/2017	100%	100%	100%		82%	100%	94%
4271	Hampton Inn & Suites Oxford	Bonita	9/15/2017	100%	67%	114%	0%	91%	83%	92%
4271	Hampton Inn & Suites Oxford	Brooke	9/5/2017	100%	67%	100%		91%	83%	94%
4272	Best Western Plus Goldsboro	Adriana	9/22/2017	100%	100%	93%		91%	83%	94%
4272	Best Western Plus Goldsboro	Tracey	8/26/2017	86%	133%	114%	100%	91%	100%	103%
4273	Hampton Inn Goldsboro	Chandler	8/3/2017	100%	100%	114%	100%	100%	100%	106%
4273	Hampton Inn Goldsboro	Jennifer	7/17/2017	100%	100%	114%	0%	91%	100%	94%
4273	Hampton Inn Goldsboro	Jennifer	9/6/2017	86%	133%	100%		91%	83%	97%
4273	Hampton Inn Goldsboro	Keith	8/8/2017	100%	33%	117%		82%	100%	94%
4273	Hampton Inn Goldsboro	Stacy	7/31/2017	100%	33%	114%		82%	83%	94%
4274	AmericInn Minocqua	Barbara	8/13/2017	100%	100%	114%		91%	100%	103%
4274	AmericInn Minocqua	Barbara	9/9/2017	100%	133%	117%		91%	83%	106%
4274	AmericInn Minocqua	Bob	8/9/2017	100%	67%	113%	100%	82%	100%	97%
4274	AmericInn Minocqua	Dawn	7/17/2017	71%	67%	114%		91%	83%	94%
4274	AmericInn Minocqua	Dawn	8/12/2017	100%	67%	108%		91%	83%	97%



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 2017

All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4274	AmericInn Minocqua	Dawn	9/12/2017	100%	33%	117%		91%	100%	97%
4274	AmericInn Minocqua	Jai	8/3/2017	100%	67%	114%	100%	82%	100%	97%
4274	AmericInn Minocqua	Jai	9/8/2017	100%	100%	100%		73%	83%	91%
4274	AmericInn Minocqua	Rose	7/20/2017	100%	100%	100%		100%	67%	100%
4274	AmericInn Minocqua	Rose	8/18/2017	100%	133%	114%	100%	100%	100%	108%
4275	Country Inn & Suites Houghto Eli		7/23/2017	100%	100%	107%	100%	91%	100%	100%
4275	Country Inn & Suites Houghto Heather		7/12/2017	86%	67%	107%	100%	91%	100%	95%
4275	Country Inn & Suites Houghto Joe		7/13/2017	100%	133%	114%		73%	83%	100%
4275	Country Inn & Suites Houghto Kimberlee		7/13/2017	86%	133%	114%	100%	82%	100%	100%
4275	Country Inn & Suites Houghto Kimberlee		8/14/2017	100%	133%	114%	100%	100%	100%	108%
4275	Country Inn & Suites Houghto Paige		7/18/2017	100%	133%	71%	100%	100%	100%	92%
4276	Holiday Inn Express LawrenceAlison		7/20/2017	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express LawrenceAlison		8/29/2017	100%	133%	114%		100%	100%	109%
4276	Holiday Inn Express LawrenceAlison		9/19/2017	100%	133%	114%	100%	100%	100%	108%
4276	Holiday Inn Express LawrenceBrett		7/16/2017	100%	33%	114%	100%	91%	100%	97%
4276	Holiday Inn Express LawrenceBrett		8/24/2017	86%	33%	114%		91%	83%	94%
4276	Holiday Inn Express LawrenceBrett		9/21/2017	100%	67%	100%	100%	82%	100%	92%
4276	Holiday Inn Express LawrenceJoe		9/16/2017	86%	100%	114%		91%	100%	100%
4276	Holiday Inn Express LawrenceKrystal		9/8/2017	86%	100%	100%		91%	100%	94%
4276	Holiday Inn Express LawrenceMisty		7/9/2017	100%	100%	100%		100%	100%	100%
4276	Holiday Inn Express LawrenceMisty		9/14/2017	100%	133%	114%	100%	91%	100%	106%
4277	Hampton Inn & Suites Rogers Ammy		8/22/2017	100%	33%	100%	100%	100%	100%	94%
4277	Hampton Inn & Suites Rogers Amy		7/16/2017	100%	133%	88%		82%	50%	91%
4277	Hampton Inn & Suites Rogers Kristine		7/18/2017	100%	133%	86%		82%	83%	91%
4277	Hampton Inn & Suites Rogers Kristine		8/23/2017	100%	133%	114%	100%	91%	100%	106%
4277	Hampton Inn & Suites Rogers Kristine		9/17/2017	100%	133%	114%	100%	91%	100%	106%



90% and Above Agent Shop Score Report Q3

Reservation Agent Detail for September, 2017

All Hotels	Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4277 Hampton Inn & Suites Rogers Mike	7/16/2017	71%	100%	107%		91%	50%	94%
4278 Hampton Inn Hibbing Denise	7/9/2017	86%	100%	114%		91%	100%	100%
4278 Hampton Inn Hibbing Denise	8/30/2017	100%	67%	114%		82%	83%	97%
4278 Hampton Inn Hibbing Jackie	7/20/2017	100%	100%	86%		91%	100%	91%
4278 Hampton Inn Hibbing Jackie	8/31/2017	100%	100%	114%		91%	100%	103%
4278 Hampton Inn Hibbing Jackie	9/7/2017	60%	100%	114%		91%	100%	97%
4278 Hampton Inn Hibbing Teahna	8/31/2017	100%	67%	114%	100%	100%	100%	103%

ZMC Hotels Scores	93%	95%	108%	95%	88%	91%	98%
--------------------------	-----	-----	------	-----	-----	-----	-----