



# 90% and Above Agent Shop Score Report Q4

## Reservation Agent Detail for December, 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	12/2/2017	100%	100%	114%	100%	91%	83%	103%
4250 Holiday Inn Express Independ Kaitlynn	11/7/2017	100%	33%	114%	100%	73%	83%	92%
4250 Holiday Inn Express Independ Kia	10/7/2017	100%	67%	100%		91%	83%	94%
4250 Holiday Inn Express Independ Kia	11/16/2017	71%	33%	114%		91%	83%	91%
4251 Hampton Inn Lake Havasu Carol	10/5/2017	100%	133%	114%	100%	82%	83%	103%
4251 Hampton Inn Lake Havasu Carol	11/13/2017	86%	100%	114%		91%	100%	100%
4251 Hampton Inn Lake Havasu Carol	12/12/2017	86%	67%	117%		82%	50%	94%
4251 Hampton Inn Lake Havasu Jerrie	11/7/2017	100%	33%	114%	100%	82%	50%	94%
4251 Hampton Inn Lake Havasu Joanie	10/8/2017	100%	100%	114%	100%	91%	100%	103%
4251 Hampton Inn Lake Havasu Joanie	11/12/2017	71%	133%	114%	100%	91%	100%	100%
4251 Hampton Inn Lake Havasu Lexi	10/31/2017	71%	67%	114%	100%	91%	100%	95%
4251 Hampton Inn Lake Havasu Lexi	11/9/2017	100%	133%	114%		100%	100%	109%
4251 Hampton Inn Lake Havasu Lexi	12/17/2017	100%	100%	114%	0%	91%	100%	94%
4251 Hampton Inn Lake Havasu Melissa	11/17/2017	100%	67%	114%		91%	100%	100%
4251 Hampton Inn Lake Havasu Prisma	10/6/2017	100%	100%	114%		91%	100%	103%
4251 Hampton Inn Lake Havasu Prisma	11/16/2017	100%	100%	114%		91%	100%	103%
4251 Hampton Inn Lake Havasu Tracy	11/26/2017	100%	100%	86%		91%	100%	91%
4251 Hampton Inn Lake Havasu Tracy	12/17/2017	100%	33%	117%		82%	100%	94%
4252 AmericInn Ashland Anita	10/25/2017	100%	67%	114%		82%	83%	97%
4252 AmericInn Ashland Anita	11/15/2017	100%	67%	114%		91%	83%	100%
4252 AmericInn Ashland Anita	12/16/2017	100%	100%	114%		82%	83%	100%
4252 AmericInn Ashland Cathy	11/3/2017	100%	67%	114%		82%	100%	97%
4252 AmericInn Ashland Gwen	11/4/2017	100%	67%	114%		91%	100%	100%
4252 AmericInn Ashland Gwen	12/16/2017	100%	67%	114%		82%	100%	97%
4252 AmericInn Ashland Jeff	10/21/2017	100%	67%	114%		91%	100%	100%
4252 AmericInn Ashland Jeff	12/17/2017	100%	100%	100%		91%	100%	97%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4252	AmericInn Ashland	Venise	10/21/2017	71%	67%	114%		82%	83%	91%
4252	AmericInn Ashland	Venise	11/5/2017	71%	67%	114%		82%	100%	91%
4253	Edgewater Hotel & Waterpark Aaron		10/9/2017	100%	100%	114%	100%	91%	100%	103%
4253	Edgewater Hotel & Waterpark Abigail		10/18/2017	100%	67%	114%		91%	83%	100%
4253	Edgewater Hotel & Waterpark Abigail		12/19/2017	100%	67%	114%	100%	91%	50%	100%
4253	Edgewater Hotel & Waterpark Casey		11/5/2017	100%	133%	114%	100%	91%	50%	106%
4253	Edgewater Hotel & Waterpark Colin		12/5/2017	100%	67%	114%	100%	100%	67%	103%
4253	Edgewater Hotel & Waterpark Courtney		12/17/2017	100%	100%	79%		100%	100%	91%
4253	Edgewater Hotel & Waterpark Kelli		10/29/2017	120%	100%	100%	100%	91%	50%	97%
4253	Edgewater Hotel & Waterpark Kelli		11/5/2017	100%	100%	100%		73%	50%	91%
4253	Edgewater Hotel & Waterpark Maddie M		10/28/2017	100%	67%	100%	100%	91%	83%	94%
4253	Edgewater Hotel & Waterpark Maddie M		11/23/2017	100%	67%	114%	100%	64%	100%	92%
4253	Edgewater Hotel & Waterpark Maddie M		12/17/2017	86%	67%	114%		82%	50%	94%
4253	Edgewater Hotel & Waterpark Madeline		10/13/2017	100%	33%	114%	100%	91%	100%	97%
4253	Edgewater Hotel & Waterpark Samantha		11/6/2017	100%	100%	107%		64%	67%	91%
4254	Days Inn Duluth	Doug	10/17/2017	100%	133%	114%		45%	100%	91%
4254	Days Inn Duluth	Doug	12/10/2017	100%	133%	114%		100%	100%	109%
4254	Days Inn Duluth	Haley	12/12/2017	100%	100%	107%	100%	100%	100%	103%
4254	Days Inn Duluth	Kelly	10/14/2017	100%	67%	114%		82%	100%	97%
4254	Days Inn Duluth	Kelly	12/8/2017	100%	100%	100%		91%	83%	97%
4254	Days Inn Duluth	Stephen	12/22/2017	100%	133%	114%	100%	100%	100%	108%
4256	Best Western Bridgeview	Andy	12/20/2017	100%	33%	107%	100%	82%	100%	92%
4257	Comfort Suites Independence	Jamie	10/12/2017	100%	100%	114%		91%	83%	103%
4257	Comfort Suites Independence	Jamie	11/7/2017	100%	100%	114%	100%	91%	100%	103%
4257	Comfort Suites Independence	Jamie	12/13/2017	86%	133%	114%	100%	100%	83%	105%
4257	Comfort Suites Independence	Jeremy	11/5/2017	100%	67%	114%	100%	91%	83%	100%



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All Hotels	Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4257 Comfort Suites Independence Jeremy	12/6/2017	100%	33%	114%	100%	100%	83%	100%
4257 Comfort Suites Independence Leona	10/8/2017	100%	100%	114%		91%	83%	103%
4257 Comfort Suites Independence Leona	11/3/2017	100%	100%	114%		100%	83%	106%
4257 Comfort Suites Independence Leona	12/4/2017	100%	33%	114%	100%	91%	83%	97%
4257 Comfort Suites Independence Matthew	11/8/2017	100%	100%	114%	100%	73%	83%	97%
4257 Comfort Suites Independence Matthew	12/6/2017	100%	100%	114%	100%	100%	83%	106%
4257 Comfort Suites Independence Travis	10/10/2017	100%	100%	114%		91%	83%	103%
4257 Comfort Suites Independence Travis	11/4/2017	86%	67%	114%		82%	83%	94%
4257 Comfort Suites Independence Travis	12/10/2017	100%	67%	114%	100%	82%	83%	97%
4258 Days Inn Altus John	10/6/2017	100%	100%	100%		91%	100%	97%
4258 Days Inn Altus John	12/5/2017	100%	67%	100%		82%	100%	91%
4258 Days Inn Altus Melissa	10/11/2017	100%	67%	100%		91%	100%	94%
4258 Days Inn Altus Melissa	11/6/2017	100%	133%	100%		91%	100%	100%
4258 Days Inn Altus Melissa	12/8/2017	100%	67%	114%	100%	100%	83%	103%
4258 Days Inn Altus Rachel	10/16/2017	100%	133%	114%		91%	100%	106%
4258 Days Inn Altus Rachel	11/7/2017	86%	100%	100%		91%	100%	94%
4258 Days Inn Altus Robin	11/18/2017	100%	0%	64%	100%	82%	100%	100%
4258 Days Inn Altus Theresa	10/7/2017	100%	133%	114%		100%	100%	109%
4259 Days Inn & Suites Scottsdale Jana	11/5/2017	71%	100%	114%	100%	82%	100%	95%
4259 Days Inn & Suites Scottsdale Marcia	12/21/2017	100%	133%	114%	100%	91%	83%	106%
4259 Days Inn & Suites Scottsdale Shelbi	12/8/2017	100%	100%	86%	100%	91%	100%	92%
4260 Hampton Inn & Suites Altus Cody	10/19/2017	100%	100%	114%		91%	100%	103%
4260 Hampton Inn & Suites Altus Tammy	10/6/2017	100%	133%	114%		91%	50%	106%
4260 Hampton Inn & Suites Altus Tammy	11/6/2017	100%	133%	93%	100%	91%	83%	97%
4260 Hampton Inn & Suites Altus Tammy	12/3/2017	100%	133%	79%		100%	100%	94%
4262 Residence Inn Sebring Adam	12/6/2017	100%	100%	100%	100%	91%	100%	97%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4262	Residence Inn Sebring	Brittany	10/7/2017	100%	133%	114%		100%	100%	109%
4262	Residence Inn Sebring	Brittany	11/17/2017	100%	133%	117%		100%	100%	110%
4262	Residence Inn Sebring	Brittany	12/6/2017	100%	133%	114%	100%	100%	67%	108%
4262	Residence Inn Sebring	Kacey	10/8/2017	100%	133%	114%		100%	100%	109%
4262	Residence Inn Sebring	Kacey	11/29/2017	100%	133%	114%	100%	100%	100%	108%
4262	Residence Inn Sebring	Kacey	12/7/2017	100%	133%	114%	100%	91%	100%	105%
4262	Residence Inn Sebring	Randy	10/26/2017	100%	67%	114%		82%	100%	97%
4262	Residence Inn Sebring	Victoria	12/6/2017	86%	100%	114%	100%	100%	100%	103%
4263	Holiday Inn Express Scottsdal Amanda		11/3/2017	60%	133%	114%		73%	83%	94%
4263	Holiday Inn Express Scottsdal Amanda		12/17/2017	86%	100%	92%		91%	100%	91%
4263	Holiday Inn Express Scottsdal Stephen		10/22/2017	100%	33%	114%		82%	83%	94%
4263	Holiday Inn Express Scottsdal Stephen		12/13/2017	100%	67%	107%	100%	82%	100%	94%
4264	Inn on Lake Superior	Anthony	12/1/2017	100%	100%	114%	100%	91%	83%	103%
4264	Inn on Lake Superior	Austin	12/7/2017	100%	33%	114%	100%	82%	100%	94%
4264	Inn on Lake Superior	Austin	12/12/2017	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Austin M	10/12/2017	100%	133%	114%		82%	100%	103%
4264	Inn on Lake Superior	Austin M	11/10/2017	100%	133%	114%		100%	100%	109%
4264	Inn on Lake Superior	Brianna	12/9/2017	100%	100%	114%	100%	82%	83%	100%
4264	Inn on Lake Superior	Carly	10/8/2017	100%	100%	114%	100%	82%	83%	100%
4264	Inn on Lake Superior	Carolyn	10/21/2017	100%	100%	114%		100%	100%	106%
4264	Inn on Lake Superior	Carolyn	12/17/2017	100%	133%	117%		100%	100%	110%
4264	Inn on Lake Superior	Carter	11/22/2017	100%	100%	114%		91%	67%	103%
4264	Inn on Lake Superior	Carter	12/5/2017	100%	67%	114%		100%	83%	103%
4264	Inn on Lake Superior	Christopher	10/7/2017	100%	67%	114%		91%	83%	100%
4264	Inn on Lake Superior	Christopher	11/5/2017	100%	100%	114%		91%	100%	103%
4264	Inn on Lake Superior	Christopher	12/31/2017	100%	67%	117%		91%	83%	100%



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## Reservation Agent Detail for December, 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	Emma	10/7/2017	100%	100%	106%	100%	91%	100%	100%
4264	Inn on Lake Superior	Jacob	11/9/2017	100%	100%	107%		91%	100%	100%
4264	Inn on Lake Superior	Joe	11/5/2017	86%	100%	114%		91%	100%	100%
4264	Inn on Lake Superior	Joe	12/27/2017	100%	100%	86%		91%	100%	91%
4264	Inn on Lake Superior	Jon	10/6/2017	100%	67%	114%	100%	64%	100%	92%
4264	Inn on Lake Superior	Jon	11/10/2017	100%	67%	114%		91%	100%	100%
4264	Inn on Lake Superior	Jon	12/27/2017	100%	67%	117%		64%	100%	90%
4264	Inn on Lake Superior	Kelsey	10/21/2017	100%	67%	107%		73%	100%	91%
4264	Inn on Lake Superior	Kelsey	12/29/2017	100%	100%	108%		91%	100%	100%
4264	Inn on Lake Superior	Luke	11/4/2017	100%	100%	114%		91%	100%	103%
4264	Inn on Lake Superior	Luke	12/19/2017	100%	100%	114%	100%	91%	100%	103%
4264	Inn on Lake Superior	McKenzie	10/28/2017	100%	133%	114%	100%	91%	67%	106%
4264	Inn on Lake Superior	McKenzie	12/23/2017	100%	100%	117%		73%	100%	97%
4264	Inn on Lake Superior	Travis	11/10/2017	100%	100%	114%		100%	83%	106%
4264	Inn on Lake Superior	Victorian	11/6/2017	100%	67%	114%		91%	100%	100%
4264	Inn on Lake Superior	Victorian	12/27/2017	100%	67%	107%		82%	100%	94%
4265	Hampton Inn Tucson	Alex	10/15/2017	100%	133%	86%	100%	91%	100%	94%
4265	Hampton Inn Tucson	Justin	10/5/2017	100%	67%	114%	100%	100%	100%	103%
4265	Hampton Inn Tucson	Justin	12/12/2017	86%	100%	100%	100%	91%	83%	95%
4265	Hampton Inn Tucson	Tray	10/4/2017	100%	133%	114%	100%	82%	67%	103%
4265	Hampton Inn Tucson	Tray	11/15/2017	100%	133%	100%		91%	83%	100%
4265	Hampton Inn Tucson	Tray	12/5/2017	100%	133%	100%	100%	91%	100%	100%
4266	Hampton Inn & Suites Scottsd	Deanna	10/26/2017	100%	133%	114%	0%	91%	83%	97%
4266	Hampton Inn & Suites Scottsd	Maria	10/14/2017	100%	100%	114%		91%	100%	103%
4266	Hampton Inn & Suites Scottsd	Maria	11/5/2017	100%	133%	114%	100%	100%	100%	108%
4266	Hampton Inn & Suites Scottsd	Maria	12/2/2017	71%	133%	107%	0%	100%	100%	92%



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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 ScottsdSharon	10/15/2017	100%	67%	114%	100%	91%	100%	100%
4266 Hampton Inn & Suites ScottsdSharon	12/12/2017	100%	100%	113%	100%	91%	100%	103%
4266 Hampton Inn & Suites ScottsdShirley	10/21/2017	100%	100%	114%	100%	91%	100%	103%
4266 Hampton Inn & Suites ScottsdShirley	12/15/2017	100%	100%	114%	100%	100%	100%	106%
4266 Hampton Inn & Suites ScottsdVerity	10/22/2017	100%	133%	114%		91%	100%	106%
4266 Hampton Inn & Suites ScottsdVianey	10/29/2017	100%	33%	114%		91%	100%	97%
4266 Hampton Inn & Suites ScottsdVianey	12/10/2017	100%	100%	114%	100%	100%	100%	106%
4267 Sleep Inn Scottsdale Francisco	10/7/2017	86%	133%	100%		100%	100%	100%
4267 Sleep Inn Scottsdale Francisco	11/13/2017	100%	100%	100%	100%	100%	83%	100%
4267 Sleep Inn Scottsdale Jazmine	10/6/2017	100%	133%	100%		100%	100%	103%
4267 Sleep Inn Scottsdale Jazmine	11/16/2017	86%	133%	100%		91%	100%	97%
4267 Sleep Inn Scottsdale Sondra	10/19/2017	100%	133%	86%		100%	100%	97%
4267 Sleep Inn Scottsdale Sondra	11/10/2017	100%	100%	100%		100%	83%	100%
4267 Sleep Inn Scottsdale Sondra	12/27/2017	100%	100%	86%		100%	83%	94%
4268 Hampton Inn Peoria Denise	10/7/2017	100%	133%	100%		82%	100%	97%
4268 Hampton Inn Peoria Gabe	10/15/2017	100%	67%	100%		100%	100%	97%
4268 Hampton Inn Peoria Gabe	11/9/2017	100%	67%	100%		100%	100%	97%
4268 Hampton Inn Peoria Gabe	12/10/2017	100%	67%	100%		82%	83%	91%
4268 Hampton Inn Peoria Jose	10/17/2017	100%	67%	114%	100%	100%	83%	103%
4268 Hampton Inn Peoria Robert	10/19/2017	100%	100%	114%	100%	91%	83%	103%
4268 Hampton Inn Peoria Robert	12/7/2017	100%	100%	100%		73%	83%	91%
4268 Hampton Inn Peoria Tammy	10/8/2017	100%	100%	100%		91%	100%	97%
4268 Hampton Inn Peoria Tammy	11/5/2017	100%	100%	114%	100%	82%	83%	100%
4269 Holiday Inn Express Oxford Annette	10/29/2017	100%	67%	100%		82%	83%	91%
4270 Hampton Inn Anthem Carly	11/12/2017	86%	100%	100%	100%	82%	83%	92%
4270 Hampton Inn Anthem Michelle	12/14/2017	40%	133%	100%	100%	91%	100%	92%



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All Hotels			Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
4270	Hampton Inn Anthem	Monique	10/21/2017	86%	100%	100%	100%	91%	100%	95%
4270	Hampton Inn Anthem	Monique	12/18/2017	100%	100%	114%		91%	100%	103%
4271	Hampton Inn & Suites Oxford	Bonita	11/8/2017	100%	100%	114%		82%	83%	100%
4271	Hampton Inn & Suites Oxford	Bonita	12/2/2017	100%	100%	114%		82%	83%	100%
4271	Hampton Inn & Suites Oxford	Deanna	12/7/2017	100%	100%	114%	100%	91%	100%	103%
4272	Best Western Plus Goldsboro	Adriana	11/3/2017	100%	100%	100%	100%	82%	100%	94%
4272	Best Western Plus Goldsboro	Adriana	12/5/2017	100%	100%	107%	100%	91%	83%	100%
4272	Best Western Plus Goldsboro	Tracey	10/9/2017	100%	100%	114%		82%	100%	100%
4272	Best Western Plus Goldsboro	Tracey	11/9/2017	71%	100%	114%	100%	91%	83%	97%
4272	Best Western Plus Goldsboro	Tracey	12/5/2017	100%	67%	100%		91%	100%	94%
4273	Hampton Inn Goldsboro	Chandler	11/12/2017	100%	133%	86%	100%	91%	100%	94%
4273	Hampton Inn Goldsboro	Chandler	12/15/2017	100%	100%	100%		82%	83%	94%
4273	Hampton Inn Goldsboro	Jennifer	10/4/2017	100%	133%	114%		45%	83%	91%
4273	Hampton Inn Goldsboro	Keith	11/14/2017	100%	100%	100%		82%	83%	94%
4273	Hampton Inn Goldsboro	Tasha	12/19/2017	71%	100%	114%	100%	91%	83%	97%
4274	AmericInn Minocqua	Alex	11/18/2017	86%	100%	107%	100%	82%	100%	95%
4274	AmericInn Minocqua	Barbara	10/14/2017	100%	133%	114%		45%	100%	91%
4274	AmericInn Minocqua	Barbara	12/10/2017	71%	133%	107%		91%	83%	97%
4274	AmericInn Minocqua	Bob	12/23/2017	100%	67%	114%		82%	100%	97%
4274	AmericInn Minocqua	Dawn	10/11/2017	100%	67%	107%		91%	100%	97%
4274	AmericInn Minocqua	Dawn	11/7/2017	100%	33%	114%	100%	82%	100%	94%
4274	AmericInn Minocqua	Rose	10/6/2017	100%	133%	114%		100%	100%	109%
4274	AmericInn Minocqua	Rosie	11/12/2017	100%	133%	114%		100%	83%	109%
4274	AmericInn Minocqua	Rosie	12/10/2017	100%	100%	113%		100%	83%	106%
4275	Country Inn & Suites Houghto	Brittany	11/16/2017	100%	100%	86%	100%	91%	100%	92%
4275	Country Inn & Suites Houghto	Brittany	12/17/2017	100%	100%	114%	100%	82%	83%	100%



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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 Eli	10/5/2017	100%	133%	79%	100%	91%	100%	92%
4275 Country Inn & Suites Houghto Eli	12/11/2017	100%	67%	107%	100%	100%	83%	100%
4275 Country Inn & Suites Houghto Kimberlee	10/5/2017	100%	133%	114%	100%	100%	100%	108%
4275 Country Inn & Suites Houghto Kimberlee	11/9/2017	86%	133%	114%	100%	100%	83%	105%
4275 Country Inn & Suites Houghto Kimberlee	12/7/2017	100%	133%	86%	100%	100%	100%	97%
4275 Country Inn & Suites Houghto Paige	10/9/2017	100%	133%	79%		100%	100%	94%
4275 Country Inn & Suites Houghto Paige	11/6/2017	86%	133%	114%	0%	100%	100%	97%
4275 Country Inn & Suites Houghto Paige	12/3/2017	100%	100%	114%	100%	91%	83%	103%
4276 Holiday Inn Express LawrenceAlison	10/23/2017	100%	133%	117%		100%	83%	110%
4276 Holiday Inn Express LawrenceAlison	11/14/2017	100%	133%	100%		100%	100%	104%
4276 Holiday Inn Express LawrenceAlison	12/20/2017	100%	133%	114%		82%	100%	103%
4276 Holiday Inn Express LawrenceBrett	10/21/2017	100%	33%	114%	100%	91%	100%	97%
4276 Holiday Inn Express LawrenceBrett	12/13/2017	100%	67%	114%	100%	82%	100%	97%
4276 Holiday Inn Express LawrenceKrystal	12/4/2017	100%	133%	114%	100%	82%	100%	103%
4276 Holiday Inn Express LawrenceMisty	10/22/2017	100%	67%	114%	100%	91%	83%	100%
4276 Holiday Inn Express LawrenceMisty	12/21/2017	86%	133%	114%	100%	91%	100%	103%
4277 Hampton Inn & Suites Rogers Ammy	10/23/2017	100%	133%	86%		82%	100%	91%
4277 Hampton Inn & Suites Rogers Ammy	12/30/2017	100%	100%	100%	100%	91%	100%	97%
4277 Hampton Inn & Suites Rogers Amy	10/12/2017	100%	100%	86%		91%	100%	91%
4277 Hampton Inn & Suites Rogers Amy	11/18/2017	71%	133%	114%	100%	91%	83%	100%
4277 Hampton Inn & Suites Rogers Amy	12/2/2017	100%	133%	114%	100%	91%	100%	106%
4277 Hampton Inn & Suites Rogers Kristine	10/5/2017	100%	100%	114%		91%	83%	103%
4277 Hampton Inn & Suites Rogers Kristine	11/6/2017	100%	100%	86%	100%	91%	50%	92%
4278 Hampton Inn Hibbing Amber	10/7/2017	100%	100%	114%		91%	100%	103%
4278 Hampton Inn Hibbing Denise	11/12/2017	100%	100%	114%	100%	82%	100%	100%
4278 Hampton Inn Hibbing Jackie	12/9/2017	100%	100%	114%	100%	82%	83%	100%





# 90% and Above Agent Shop Score Report Q4

Reservation Agent Detail for December, 2017

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All Hotels	Shop Date	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Cancel	Total w/o Cxl
<b>ZMC Hotels Scores</b>		96%	97%	109%	96%	89%	91%	99%