

**SUMMARY OF RESERVATION
29 DECEMBER 2003 – 13H25 (GMT)**

The switchboard operator answered the telephone after one ring with a full greeting in the local language. After requesting reservations, the employee gave a verbal acknowledgement and transferred the call. However, the operator did not come back to the agent after six rings.

The reservations employee subsequently answered the telephone after sixteen rings with the appropriate greeting. The agent requested to make a reservation and the desired dates were established. Whilst the caller was asked if he would like to reserve a double room, a junior suite or a suite, the differences between the various room categories were not advised, nor were the applicable rates. The agent requested a double room and his name was obtained. In addition, a rate of €195.00 was quoted and the guest was advised that breakfast was included in the rate but tax was not. Whilst the guest's telephone number (and subsequently his fax number) were requested, the guest's mailing address was not obtained. Moreover, it was not established if the booking was of a business or of a private nature. Still, the booking was guaranteed by credit card and the credit card number was repeated for verification. Furthermore, the guest's smoking preference was confirmed and a written confirmation was offered. It should also be noted that the guest's estimated time of arrival was requested, the hotel check in time was advised and the cancellation policy was relayed. However, the booking details were not repeated, transport assistance was not offered and the agent was not directly thanked for the call.

The fax confirmation was received the same working day. Whilst the details of the booking were correct, the agent's name was spelt incorrectly.

The reservations employee was pleasant in manner and her English was of a good standard. She appeared organized when dealing with the enquiry and the guest's name was used during the interaction once known. However, she did not offer her name at the end of the call for any further assistance required.