

RESERVATIONS

| RESERVATIONS | | | | |
|---|-------------|--------------|------------|---|
| CATEGORY: RESERVATIONS | | | | |
| DATE AND TIME: 29 DECEMBER 2003 - 13H25 (GMT) | | | | |
| STANDARD | MEET | BELOW | N/A | |
| STANDARDS - SWITCHBOARD: | | | | |
| 1 Was the telephone answered within 3 rings or 10 seconds? | ✓ | | | |
| 2 Did the employee answer the phone with the appropriate greeting (good morning/afternoon) and identify the hotel? | ✓ | | | |
| 3 If caller was put on hold did it not exceed 30 seconds? | | | | ✓ |
| 4 Did employee put caller through to the appropriate department? | ✓ | | | |
| 5 If no answer did employee come back to guest after no more than 6 rings? | | x | | |
| 6 Did the employee have a good working knowledge of the English language? | ✓ | | | |
| 7 Was the background free of any noise or any disturbances? | ✓ | | | |
| 8 Did the employee speak in a clear and pleasant manner? | ✓ | | | |
| 9 Did the employee give a verbal acknowledgement before transferring the caller? | ✓ | | | |
| TOTAL NUMBER OF STANDARDS: | MEET | BELOW | N/A | |
| 9 | 7 | 1 | 1 | |
| 87.5% | | | | |
| STANDARDS - TAKING A RESERVATION: | | | | |
| 1 Was the telephone answered within 3 rings or 10 seconds? | | x | | |
| 2 Did the employee answer the phone with the appropriate greeting (good morning/afternoon) and identify the department? | ✓ | | | |
| 3 If caller is put on hold did it not exceed 30 seconds? | | | | ✓ |
| 4 Was the background free of any noise or disturbances? | ✓ | | | |
| 5 Did employee confirm date in and date out? | ✓ | | | |
| 6 Did employee offer information on full range of room types within the category requested? | ✓ | | | |
| 7 Did employee describe the difference between room types (i.e. location, size, in room facilities)? | | x | | |
| 8 Did employee offer information on full range of applicable rates? | | x | | |

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| Standards - taking a reservation continued..... | | | |
| STANDARD | MEET | BELOW | N/A |
| 9 Did employee immediately check availability? | ✓ | | |
| 10 If dates unavailable, did employee offer alternative dates? | | | ✓ |
| 11 Did employee obtain caller's name? | ✓ | | |
| 12 Did employee confirm the spelling of caller's name (if necessary)? | ✓ | | |
| 13 Did employee obtain caller's address? | | x | |
| 14 Did employee obtain caller's telephone number? | ✓ | | |
| 15 Did employee obtain caller's fax number or e-mail address? | ✓ | | |
| 16 Did employee ascertain if it was a private or company booking (city hotels only)? | | x | |
| 17 Did employee clearly state room rate and what it included (i.e. tax, service, meals etc)? | ✓ | | |
| 18 Did employee clarify guest's smoking preference for hotels in excess of 100 rooms and in the case of a non smoking hotel was this made clear during the reservation enquiry? | ✓ | | |
| 19 Did employee ascertain expected time of arrival? | ✓ | | |
| 20 Did employee explain check in times? | ✓ | | |
| 21 Did employee ascertain if the guest required any transport arrangements? | | x | |
| 22 Did employee repeat and confirm all details of the reservation during or at the end of the call? | | x | |
| 23 Did employee offer reservation number or booking reference/name? | | x | |
| 24 Did employee thank the guest? | | x | |
| EMPLOYEE: | | | |
| 25 Was the employee's speech clear and audible? | ✓ | | |
| 26 Did the employee have a good working knowledge of the English language? | ✓ | | |
| 27 Was the employee polite, cordial and helpful whilst ascertaining information with regards to the reservation? | ✓ | | |
| 28 Did employee obtain guest's name and use at least once during the conversation? | ✓ | | |
| 29 Did employee offer his/her name for any future assistance required at the end of the call? | | x | |

