## Survey Summary

| Hotel Example Form | YTD Total | 2007 January Total Company | February Total Company | March Total Company | April Total Company | May Total Company | June Total Company |
|---|---|---|---|---|---|---|---|
| **Total Assignments** | **6** | 1 | 1 | 1 | 1 | 1 | 1 |
| **1. Check in at:** | | | | | | | |
| VIP | **2**<br>**33%** | ---<br>--- | 1<br>100% | 1<br>100% | ---<br>--- | ---<br>--- | ---<br>--- |
| Standard | **2**<br>**33%** | 1<br>100% | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | 1<br>100% |
| Upgraded | **2**<br>**33%** | ---<br>--- | ---<br>--- | ---<br>--- | 1<br>100% | 1<br>100% | ---<br>--- |
| **2. Greeting** | | | | | | | |
| Initiates conversation with a friendly greeting. | **3**<br>**50%** | 1<br>100% | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- | ---<br>--- |
| Responds to verbal greeting by customer. | **2**<br>**33%** | ---<br>--- | ---<br>--- | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- |
| Does not offer a friendly verbal greeting or respond. | **1**<br>**17%** | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | 1<br>100% |
| **3. Smile/Eye Contact** | | | | | | | |
| Smiles and makes eye contact through most of interaction. | **3**<br>**50%** | ---<br>--- | 1<br>100% | ---<br>--- | 1<br>100% | 1<br>100% | ---<br>--- |
| Smiles and makes eye contact through half of the interaction. | **3**<br>**50%** | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- | ---<br>--- | 1<br>100% |
| Does not smile and make eye contact through the interaction. | **---**<br>**---** | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- |
| **4. Call to Window** | | | | | | | |
| Yes | **4**<br>**67%** | ---<br>--- | 1<br>100% | 1<br>100% | 1<br>100% | 1<br>100% | ---<br>--- |
| No | **2**<br>**33%** | 1<br>100% | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | 1<br>100% |
| **5. Welcome** | | | | | | | |
| Yes | **4**<br>**67%** | 1<br>100% | 1<br>100% | ---<br>--- | 1<br>100% | 1<br>100% | ---<br>--- |
| No | **2**<br>**33%** | ---<br>--- | ---<br>--- | 1<br>100% | ---<br>--- | ---<br>--- | 1<br>100% |
| **6. Name Use** | | | | | | | |
| Yes | **4**<br>**67%** | ---<br>--- | ---<br>--- | 1<br>100% | 1<br>100% | 1<br>100% | 1<br>100% |
| No | **2**<br>**33%** | 1<br>100% | 1<br>100% | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- |
| **7. Solve Problem** | | | | | | | |
| Yes | **5**<br>**83%** | 1<br>100% | 1<br>100% | 1<br>100% | 1<br>100% | ---<br>--- | 1<br>100% |
| No | **1**<br>**17%** | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | 1<br>100% | ---<br>--- |
| N/A | **---**<br>**---** | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- |
| **8. Satisfaction** | | | | | | | |
| Checks for satisfaction AND, if a problem exists, resolves, personally hands off or refers customer appropriately. | **4**<br>**67%** | 1<br>100% | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- | 1<br>100% |
| Does not check for satisfaction OR does not refer problem to someone to resolve. | **2**<br>**33%** | ---<br>--- | ---<br>--- | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- |
| **9. Farewell** | | | | | | | |
| Thanks you for the business and gives positve farewell. | **4**<br>**67%** | ---<br>--- | 1<br>100% | ---<br>--- | 1<br>100% | 1<br>100% | 1<br>100% |
| Thanks you for the business or gives positve farewell. | **2**<br>**33%** | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- | ---<br>--- | ---<br>--- |
| Does not Thank you for the business and give positve farewell. | **---**<br>**---** | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- |
| **10. Interaction** | | | | | | | |
| Enthusiastic, energetic and gestures to convey positive energy. | **4**<br>**67%** | 1<br>100% | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- | 1<br>100% |
| Pleasant and polite, open body language (little motion) AND steady tone. | **2**<br>**33%** | ---<br>--- | ---<br>--- | 1<br>100% | ---<br>--- | 1<br>100% | ---<br>--- |
| Lacks energy. Appears to be going through the motions - monotone OR closed body language. | **---**<br>**---** | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- | ---<br>--- |