

**YOUR LOGO  
HERE**

Total Points By Category

Hotel Example Form

	2007						
	January	February	March	April	May	June	
YTD Total	Total Company	Total Company	Total Company	Total Company	Total Company	Total Company	
Total Shops	6	1	1	1	1	1	
Call to Window	66.7%	---	100.0%	100.0%	100.0%	100.0%	---
Farewell	83.3%	50.0%	100.0%	50.0%	100.0%	100.0%	100.0%
Friendly Greeting	66.7%	100.0%	100.0%	50.0%	100.0%	50.0%	0.0%
Interaction	83.3%	100.0%	100.0%	50.0%	100.0%	50.0%	100.0%
Name Use	66.7%	---	---	100.0%	100.0%	100.0%	100.0%
Satisfaction	66.7%	100.0%	100.0%	---	100.0%	---	100.0%
Smile & Eye Contact	75.0%	50.0%	100.0%	50.0%	100.0%	100.0%	50.0%
Solve Problems	83.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%
Welcome	66.7%	100.0%	100.0%	---	100.0%	100.0%	---
Average	73.1%	85.7%	100.0%	71.4%	100.0%	85.7%	78.6%