

GUEST EXPERIENCE ON-SITE SHOP

Location _____ _____ _____

Date of visit: _____	Day of visit: _____	SIGSEA
Time in: _____	Time out: _____	
Dispatch ID: _____		

RESERVATION PROCESS	Pts / Poss
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Section 1

Name	Age	Gender	Hair Color
	Height	Glasses	Hair Length

RESERVATION DETAILS		
Date of Reservation Call:		
Time of Reservation Call:		

RESERVATION INTERACTION		
Did he/she answer the phone in 3 rings or less?	<input type="radio"/> YES <input type="radio"/> NO	/ 10
If no, indicate number of rings:		
Did he/she use the approved greeting? ("Good (morning/afternoon/evening), thank you for calling (property name). This is (employee name). How may I help you?")	<input type="radio"/> YES <input type="radio"/> NO	/ 10
Did his/her voice volume and inflection convey a positive energy/attitude?	<input type="radio"/> Enthusiastic, energetic, engaging - uses tone (volume and inflection) to convey positive energy <input type="radio"/> Pleasant, polite and professional (e.g. uses a positive, steady tone) <input type="radio"/> Appears to be going through the motions or seems disinterested	/ 10
Did he/she acknowledge you by making it clear that you have called the right place? ("I can help you with that.")	<input type="radio"/> YES <input type="radio"/> NO	/ 10
Did he/she use your name during the interaction?	<input type="radio"/> Asked for and used your name <input type="radio"/> Asked for your name but did NOT use it during the interaction <input type="radio"/> Did not ask for your name	/ 10
Did he/she ask probing questions to uncover your needs?	<input type="radio"/> Asks probing open-ended questions to uncover your needs/interests (e.g. "What plans do you have while your in the area that I might be able to assist you with?") <input type="radio"/> Asks close ended questions (can be answered with yes/no) to determine your interests/needs <input type="radio"/> Does NOT ask any questions regarding your needs/interests	/ 10
Did he/she listen attentively and provide undivided attention without interruptions or distractions?	<input type="radio"/> Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed <input type="radio"/> Listens but is disengaged / seems somewhat removed <input type="radio"/> Does not listen, appears distracted or unfocused, or makes you feel rushed	/ 10
Did he/she restate your need to ensure understanding?	<input type="radio"/> Correctly summarizes his/her understanding of your needs / interests <input type="radio"/> Makes an attempt to summarize needs but is inaccurate/incomplete <input type="radio"/> Does NOT summarize his/her understanding of your needs	/ 10
Was he/she able to answer your questions / meet your needs?	<input type="radio"/> Thoroughly answers questions / completely meets your needs <input type="radio"/> Answers your questions in an abbreviated fashion / somewhat meets your needs <input type="radio"/> Does NOT thoroughly answer questions / does NOT meet your needs	/ 10
Did he/she build value before quoting price?	<input type="radio"/> Presents at least 2 benefits linked directly to needs you identified in the call (e.g. "Our high-speed internet access and spacious in-room work area will help you be productive during your trip.") <input type="radio"/> Presents at least two features or benefits, but not necessarily related to your needs <input type="radio"/> Only presents one feature OR does not present any features or benefits before quoting rate	/ 10
Did he/she attempt to upsell deluxe room types/packages?	<input type="radio"/> Recommends/offers a deluxe room-type or package well-suited to your needs (e.g. "We have a suite available that has ocean views and includes a complimentary Continental Breakfast") <input type="radio"/> Mentions deluxe room types or packages but only as part of a menu of options or in response to your direct questions <input type="radio"/> Does NOT upsell room types / packages	/ 10
Did he/she check to ensure satisfaction?	<input type="radio"/> Checks for satisfaction (e.g. "Are those arrangements satisfactory? Is there anything else you need?") <input type="radio"/> Does NOT check for satisfaction	/ 10
Did he/she ask for the reservation?	<input type="radio"/> Asks for reservation (e.g. "May I reserve that room for you?") <input type="radio"/> Does NOT ask for reservation	/ 10
Did he/she attempt to understand the reason for your hesitation in making a reservation after you present an objection?	<input type="radio"/> When you resist making a reservation, demonstrates finesse in asking why (e.g. "Is there anything else I can tell you about our hotel that will help you make an informed decision?") <input type="radio"/> Attempts to discover the reason for resistance to making a reservation but does so without finesse. <input type="radio"/> When you resist making a reservation, does NOT address your resistance	/ 10
Did he/she attempt to overcome your objection?	<input type="radio"/> Offers additional options to overcome your resistance (e.g. mentions 100% satisfaction guarantee, offers a different date or rate, etc.) <input type="radio"/> Does NOT respond to your objections	/ 10
Was additional assistance offered after your reservation was made?	<input type="radio"/> Offers additional assistance if appropriate (e.g. "What else can I help you with today?") <input type="radio"/> Does NOT offer additional assistance when appropriate	/ 10
Did he/she offer a legendary close with a thank you?	<input type="radio"/> Expresses sincere appreciation for the business AND extends a warm parting remark (e.g., "We appreciate your business AND look forward to seeing you soon!") <input type="radio"/> Expresses sincere appreciation for the business OR extends a warm parting remark (e.g., "We appreciate your business AND look forward to seeing you soon!") <input type="radio"/> Does NOT express sincere appreciation for the business AND does NOT extend a warm parting remark (e.g., "We appreciate your business AND look forward to seeing you soon!")	/ 10

How would you rate the speed of delivery in this interaction?	<input type="radio"/> I was delighted. The service speed exceeded my expectations. <input type="radio"/> I was satisfied. My need was fulfilled in a timely manner. <input type="radio"/> I was disappointed. My need was not met in a timely manner.	/ 10
How would you rate this interaction?	<input type="radio"/> It was better than expected/legendary. This employee enhanced my experience. I got exactly what I asked for, plus something that surprised or delighted me! <input type="radio"/> It was as I expected. Employee neither enhanced nor detracted from my experience <input type="radio"/> It was worse than I expected. I was disappointed and did not get what I asked for.	/ 10

Points Poss	Points Scored	Percent
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CHECK IN EXPERIENCE	Pts / Poss
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Section 2

Name	Age	Gender	Hair Color
	Height	Glasses	Hair Length

CHECK IN DETAILS	
Date of Check-in (e.g. 02-07-2002): **NOTE: Date change after midnight	
Indicate Time of Check-in (10:22 pm):	
Indicate number of guests (including yourself) waiting at front desk for assistance:	
Indicate time (in minutes and seconds) from point of arrival until you are acknowledged:	
Indicate length of time (in minutes and seconds) to complete check in process:	
Indicate number of telephone calls received at front desk during your check in process if applicable:	

CHECK IN INTERACTION		
Did the guest service representative smile as appropriate throughout the interaction?	<input type="radio"/> Uses every opportunity to smile as appropriate throughout interaction <input type="radio"/> Smiles, but there is opportunity for more <input type="radio"/> Does not smile	/ 10
Did the guest service representative make eye contact, as appropriate throughout the interaction?	<input type="radio"/> Uses every opportunity to make eye contact as appropriate throughout interaction <input type="radio"/> Makes eye contact, but there is opportunity for more <input type="radio"/> Does NOT make or avoids eye contact	/ 10
Did the guest service representative initiate a warm verbal greeting?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
If yes, did the guest service representative offer his/her name with the greeting?	YES <input type="radio"/> NO <input type="radio"/>	N/A
If yes, did the greeting sound friendly and genuine?	YES <input type="radio"/> NO <input type="radio"/>	N/A
Did the guest service representative's voice volume, inflection and gestures convey a positive energy/attitude?	<input type="radio"/> Enthusiastic, energetic, engaging - uses tone (volume and inflection) AND gestures to convey positive energy <input type="radio"/> Pleasant, polite and professional (e.g. uses minimal gestures and a positive, steady tone) <input type="radio"/> Appears to be going through the motions or seems disinterested	/ 10
Describe the tone and/or body language of the guest service representative	<input type="radio"/> Alert and approachable; Open body language (upright, arms uncrossed, etc.) AND actively seeks to acknowledge you (verbal or non-verbal) <input type="radio"/> Alert; Open body language (upright, arms uncrossed, etc.) AND responds when you approach <input type="radio"/> Closed body language (leaning or arms folded or crossed) OR fails to notice you	/ 10
Did the guest service representative ask your name?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
Did the guest service representative use your name, as appropriate, during the interaction?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
Did the guest service representative ask probing questions to uncover your needs?	<input type="radio"/> Asks probing open-ended questions (NOT answered with yes/no) to uncover your needs / interests (e.g. "What plans do you have while you in in the area that I might be able to assist you with?") <input type="radio"/> Does NOT ask any questions regarding your needs / interests	/ 10
Did the guest service representative listen attentively and provide undivided attention without interruptions or distractions?	<input type="radio"/> Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed <input type="radio"/> Listens but is disengaged / seems somewhat removed <input type="radio"/> Does not listen, appears distracted or unfocused, or makes you feel rushed	/ 10
Did the guest service representative answer your question completely and tell you next steps?	<input type="radio"/> Thoroughly answers questions AND ensures you know what steps will be taken next if appropriate <input type="radio"/> Thoroughly answers question OR ensures you know what steps will be taken next if appropriate <input type="radio"/> Does NOT thoroughly answer questions / Does NOT meet your needs	/ 10
Indicate the question you asked:		
Indicate Response:		
Did the guest service representative promote products, services and features that are related to your needs and interests?	<input type="radio"/> Promotes products, services, and/or property features that are tailored to your needs / interests (e.g. "Our restaurant serves a wonderful country brunch until 2pm tomorrow") <input type="radio"/> Mentions products, services, and/or property features of general interest (e.g. "There is a coffee shop around the corner from the elevators") <input type="radio"/> Does NOT mention products, services, or property features	/ 10
Did the guest service representative go the "extra mile" to exceed your expectations?	<input type="radio"/> Goes the "extra mile" - goes out of his/her way to delight you (e.g. "I have placed you on our Concierge Floor. Would you like a copy of the Wall Street Journal delivered to your room?") <input type="radio"/> Does NOT exceed your expectations/needs in any way	/ 10
Did the guest service representative check for satisfaction?	<input type="radio"/> Checks for satisfaction (e.g. "Are you completely satisfied with this room?") <input type="radio"/> Does NOT check for satisfaction	/ 10
Did the guest service representative ask if he/she could assist you with anything else?	<input type="radio"/> Offers additional assistance if appropriate (e.g. "What else can I help you with today?") <input type="radio"/> Does NOT offer additional assistance when appropriate	/ 10
Did the guest service representative express sincere appreciation for your business?	<input type="radio"/> Expresses sincere appreciation for the business AND extends a warm parting remark (e.g., "Thanks for choosing to stay with us AND have a great day!") <input type="radio"/> Expresses sincere appreciation for the business OR extends a warm parting remark (e.g., "Thanks for choosing to stay with us AND have a great day!") <input type="radio"/> Does NOT express sincere appreciation for the business AND does NOT extend a warm parting remark (e.g., "Thanks for choosing to stay with us AND have a great day!").	/ 10
Did the guest service representative offer a friendly closing remark such as "Thank you, I hope you enjoy your stay?"	YES <input type="radio"/> NO <input type="radio"/>	/ 10

HOW WOULD YOU RATE THIS INTERACTION?	<input type="radio"/> It was legendary! I was surprised and delighted! <input type="radio"/> It was better than I expected. This employee enhanced my experience. <input type="radio"/> It was as I expected. Employee neither enhanced nor detracted from my experience. <input type="radio"/> It fell slightly short of my expectations. I was somewhat disappointed <input type="radio"/> It was much worse than I expected. I was very disappointed.	/ 10
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Points Poss	Points Scored	Percent
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PASS BY EVALUATION	Pts / Poss
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Section 3

Name	Age	Gender	Hair Color
	Height	Glasses	Hair Length

PASS BY INTERACTION DETAILS		
Date of Interaction (e.g. 02-07-2002)		
Time of Interaction: (e.g.10:22 pm):		
Where did you encounter the employee? (Location within hotel)		
What was the employee doing at the time of the encounter?		
Who initiated the contact - employee or guest?		

PASS BY INTERACTION		
Did the employee smile as appropriate throughout the interaction?	<input type="radio"/> Uses every opportunity to smile as appropriate throughout interaction <input type="radio"/> Smiles, but there is opportunity for more <input type="radio"/> Does not smile	/ 10

Did the guest employee make eye contact, as appropriate, throughout the interaction?	<input type="radio"/> Uses every opportunity to make eye contact as appropriate throughout interaction <input type="radio"/> Makes eye contact, but there is opportunity for more <input type="radio"/> Does NOT make or avoids eye contact	/ 10
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Did the employee initiate a verbal greeting by saying: "Good morning/afternoon/evening. How are you?"	YES <input type="radio"/> NO <input type="radio"/>	/ 10
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If yes, did the greeting sound friendly and genuine?	YES <input type="radio"/> NO <input type="radio"/>	N/A
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Did the employee's voice volume, inflection and gestures convey a positive energy/attitude?	<input type="radio"/> Enthusiastic, energetic, engaging - uses tone (volume and inflection) AND gestures to convey positive energy <input type="radio"/> Pleasant, polite and professional (e.g. uses minimal gestures and a positive, steady tone) <input type="radio"/> Appears to be going through the motions or seems disinterested	/ 10
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Describe the tone and/or body language of the employee	<input type="radio"/> Alert and approachable; Open body language (upright, arms uncrossed, etc.) AND actively seeks to acknowledge you (verbal or non-verbal) <input type="radio"/> Alert; Open body language (upright, arms uncrossed, etc.) AND responds when you approach <input type="radio"/> Closed body language (leaning or arms folded or crossed) OR fails to notice you	/ 10
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Did the employee acknowledge guest by saying, "Is there anything you need?" OR "Are we taking good care of you?" (or similar) ?	<input type="radio"/> Checks for satisfaction (e.g. "Are you completely satisfied with this room?") <input type="radio"/> Does NOT check for satisfaction	/ 10
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Did the employee thank you and/or offer a positive closing remark at end of interaction. (e.g. "Thank you. Enjoy your stay.")	YES <input type="radio"/> NO <input type="radio"/>	/ 10
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Did the employee ask if he/she could assist you with anything else?	YES <input type="radio"/> NO <input type="radio"/>	N/A
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HOW WOULD YOU RATE THIS INTERACTION?	<input type="radio"/> It was legendary! I was surprised and delighted! <input type="radio"/> It was better than I expected. This employee enhanced my experience. <input type="radio"/> It was as I expected. Employee neither enhanced nor detracted from my experience. <input type="radio"/> It fell slightly short of my expectations. I was somewhat disappointed <input type="radio"/> It was much worse than I expected. I was very disappointed.	/ 10
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Points Poss	Points Scored	Percent
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GUEST REQUEST EVALUATION

Pts / Poss

Section 4

Name	Age Height	Gender Glasses	Hair Color Hair Length
REQUEST DETAILS			
Date of request:			
Time of request			
Name of person who handled the request:			
How did you make the request - in person or by telephone?			
Which department did you contact?			
Which department responded?			
How long did it take for a response? (in minutes and seconds)			
REQUEST INTERACTION			
Did the employee smile as appropriate throughout the interaction? (Score NA if request was made via phone)	<input type="radio"/> Uses every opportunity to smile as appropriate throughout interaction <input type="radio"/> Smiles, but there is opportunity for more <input type="radio"/> Does not smile		N/A
Did the guest employee make eye contact, as appropriate, throughout the interaction? (Score NA if request was made via phone)	<input type="radio"/> Uses every opportunity to make eye contact as appropriate throughout interaction <input type="radio"/> Makes eye contact, but there is opportunity for more <input type="radio"/> Does NOT make or avoids eye contact		N/A
Did the employee initiate an upbeat verbal greeting?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee offer assistance? (e.g., "How may I help you?")	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee ask your name?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee use your name, as appropriate, during the interaction?	<input type="radio"/> Uses Guest's name (if provided and if appropriate) <input type="radio"/> Does NOT use Guest's name when provided and appropriate		/ 10
Did the employee ask for your room number?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee adjust tone based on request?	<input type="radio"/> Used the appropriate tone to match guest request <input type="radio"/> Did NOT use appropriate tone to match guest request		/ 10
Did the employee ask questions to clarify your request?	<input type="radio"/> Asked questions to clarify your needs/interests (e.g. "Will you be needing a cab?") <input type="radio"/> Did NOT ask any questions to clarify your needs/interests		/ 10
Did the employee summarize your request to verify understanding of your request?	<input type="radio"/> Correctly summarized his/her understanding of your needs / request (e.g. "May I confirm that you need 3 bath towels in Room 816?") <input type="radio"/> Did NOT summarize his/her understanding of your needs / request		/ 10
Did the employee recommend an appropriate solution that met your needs?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee give you a specific time of delivery?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee check for satisfaction?	<input type="radio"/> Checked for satisfaction (e.g. "Did maintenance get your remote control up and running again?") <input type="radio"/> Did NOT check for satisfaction		/ 10
Did the employee ask if he/she could assist you with anything else?	<input type="radio"/> Offered additional assistance if appropriate (e.g. "What else can I help you with today?") <input type="radio"/> Did NOT offer additional assistance when appropriate		/ 10
Did the employee offer a "thank you?"	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
HOW WOULD YOU RATE THIS INTERACTION?	<input type="radio"/> It was legendary! I was surprised and delighted! <input type="radio"/> It was better than I expected. This employee enhanced my experience. <input type="radio"/> It was as I expected. Employee neither enhanced nor detracted from my experience. <input type="radio"/> It fell slightly short of my expectations. I was somewhat disappointed <input type="radio"/> It was much worse than I expected. I was very disappointed.		/ 10
Points Poss	Points Scored	Percent	

COMPLAINT HANDLING

Pts / Poss

Please complete all questions based on the person to whom you originally reported the problem

Name	Age	Gender	Hair Color
	Height	Glasses	Hair Length
COMPLAINT HANDLING INTERACTION DETAILS			
Date of complaint:			
Time of complaint:			
Name of person who handled the complaint:			
How did you make the complaint - in person or by telephone?			
Which department did you contact?			
Which department responded?			
How long did it take for a response? (in minutes and seconds)			
COMPLAINT HANDLING INTERACTION			
Did the employee smile as appropriate throughout the interaction? (Score NA if complaint made via phone)	<input type="radio"/> Uses every opportunity to smile as appropriate throughout interaction <input type="radio"/> Smiles, but there is opportunity for more <input type="radio"/> Does not smile		N/A
Did the guest employee make eye contact, as appropriate, throughout the interaction? (Score NA if complaint made via phone)	<input type="radio"/> Uses every opportunity to make eye contact as appropriate throughout interaction <input type="radio"/> Makes eye contact, but there is opportunity for more <input type="radio"/> Does NOT make or avoids eye contact		N/A
Did the employee initiate an upbeat verbal greeting?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
If yes, did the greeting sound friendly and genuine?	YES <input type="radio"/>	NO <input type="radio"/>	N/A
Did the employee offer assistance? (e.g., "How may I help you?")	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee listen attentively and provide undivided attention without interruptions or distractions?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee personalize the interaction by empathizing with you complaint? (e.g. "I would be upset if I could only take a shower in cold water.")	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee ask your name?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee use your name at least twice during the interaction?	<input type="radio"/> Used Guest's name at least twice (if provided and if appropriate) <input type="radio"/> Used Guest's name once (if provided and if appropriate) <input type="radio"/> Did NOT use Guest's name when provided and appropriate		/ 10
Did the employee ask for your room number?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee ask probing questions to gather additional information about your complaint?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee tell you how he/she would resolve your complaint?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee tell you when he/she would resolve your complaint?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee assess additional needs by asking: "What can I do to make this right for you?" OR "What more can I provide you with?"	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee thank you for bringing this to his/her attention by saying "Thank you for bringing this to our attention" OR We really appreciate knowing about this problem."	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee log your complaint? (Score NA if complaint registered via phone)	YES <input type="radio"/>	NO <input type="radio"/>	N/A
Did the employee use your name in closing?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee call back or follow up to make sure that the complaint was resolved?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
Did the employee ask if he/she could assist you with anything else?	YES <input type="radio"/>	NO <input type="radio"/>	/ 10
HOW WOULD YOU RATE THIS INTERACTION?	<input type="radio"/> It was legendary! I was surprised and delighted! <input type="radio"/> It was better than I expected. This employee enhanced my experience. <input type="radio"/> It was as I expected. Employee neither enhanced nor detracted from my experience. <input type="radio"/> It fell slightly short of my expectations. I was somewhat disappointed <input type="radio"/> It was much worse than I expected. I was very disappointed.		/ 10
Points Poss	Points Scored	Percent	

CHECK OUT EVALUATION

Pts / Poss

Section 6

Name	Age Height	Gender Glasses	Hair Color Hair Length
CHECK OUT DETAILS			
Indicate date of check out:			
Indicate time of check out:			
Indicate number of guests (including yourself) waiting at front desk for assistance:			
Indicate time (in minutes and seconds) from point of arrival until you are acknowledged:			
Indicate length of time (in minutes and seconds) to complete check-out process:			
Indicate number of telephone calls received at front desk during your check-out process if applicable:			

CHECK OUT INTERACTION		
Did the guest service representative smile as appropriate throughout the interaction?	<input type="radio"/> Uses every opportunity to smile as appropriate throughout interaction <input type="radio"/> Smiles, but there is opportunity for more <input type="radio"/> Does not smile	/ 10
Did the guest service representative make eye contact, as appropriate throughout the interaction?	<input type="radio"/> Uses every opportunity to make eye contact as appropriate throughout interaction <input type="radio"/> Makes eye contact, but there is opportunity for more <input type="radio"/> Does NOT make or avoids eye contact	/ 10
Did the guest service representative initiate a warm verbal greeting?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
If yes, did the guest service representative offer his/her name with the greeting?	YES <input type="radio"/> NO <input type="radio"/>	N/A
If yes, did the greeting sound friendly and genuine?	YES <input type="radio"/> NO <input type="radio"/>	N/A
Did the guest service representative's voice volume, inflection and gestures convey a positive energy/attitude?	<input type="radio"/> Enthusiastic, energetic, engaging - uses tone (volume and inflection) AND gestures to convey positive energy <input type="radio"/> Pleasant, polite and professional (e.g. uses minimal gestures and a positive, steady tone) <input type="radio"/> Appears to be going through the motions or seems disinterested	/ 10
Describe the tone and/or body language of the guest service representative	<input type="radio"/> Alert and approachable; Open body language (upright, arms uncrossed, etc.) AND actively seeks to acknowledge you (verbal or non-verbal) <input type="radio"/> Alert; Open body language (upright, arms uncrossed, etc.) AND responds when you approach <input type="radio"/> Closed body language (leaning or arms folded or crossed) OR fails to notice you	/ 10
Did the guest service representative ask your name?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
Did the guest service representative use your name, as appropriate, during the interaction?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
Did the guest service representative ask for your room number?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
Did the guest service representative listen attentively and provide undivided attention without interruptions or distractions?	<input type="radio"/> Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed <input type="radio"/> Listens but is disengaged / seems somewhat removed <input type="radio"/> Does not listen, appears distracted or unfocused, or makes you feel rushed	/ 10
Did the guest service representative answer your question completely and tell you next steps?	<input type="radio"/> Thoroughly answers questions AND ensures you know what steps will be taken next if appropriate <input type="radio"/> Thoroughly answers question OR ensures you know what steps will be taken next if appropriate <input type="radio"/> Does NOT thoroughly answer questions / Does NOT meet your needs	/ 10
Indicate the question you asked:		
Indicate Response:		
Did the guest service representative go the "extra mile" to exceed your expectations?	<input type="radio"/> Goes the "extra mile" - goes out of his/her way to delight you (e.g. "I have placed you on our Concierge Floor. Would you like a copy of the Wall Street Journal delivered to your room?") <input type="radio"/> Does NOT exceed your expectations/needs in any way	/ 10
Did the guest service representative check for satisfaction?	<input type="radio"/> Checks for satisfaction (e.g. "Are you completely satisfied with this room?") <input type="radio"/> Does NOT check for satisfaction	/ 10
Did the guest service representative ask if he/she could assist you with anything else?	<input type="radio"/> Offers additional assistance if appropriate (e.g. "What else can I help you with today?") <input type="radio"/> Does NOT offer additional assistance when appropriate	/ 10
Did the guest service representative express sincere appreciation for your business?	<input type="radio"/> Expresses sincere appreciation for the business AND extends a warm parting remark (e.g., "Come back again soon" or "Have a great day!"). <input type="radio"/> Expresses sincere appreciation for the business OR extends a warm parting remark (e.g., "Come back again soon" or "Have a great day!"). <input type="radio"/> Does NOT express sincere appreciation for the business AND does NOT extend a warm parting remark (e.g., "Come back again soon" or "Have a great day!").	/ 10
Did the guest service representative offer a friendly closing remark such as "Thank you, I hope you enjoyed your stay"	YES <input type="radio"/> NO <input type="radio"/>	/ 10
Did the guest service representative use your name in closing?	YES <input type="radio"/> NO <input type="radio"/>	/ 10
HOW WOULD YOU RATE THIS INTERACTION?	<input type="radio"/> It was legendary! I was surprised and delighted! <input type="radio"/> It was better than I expected. This employee enhanced my experience. <input type="radio"/> It was as I expected. Employee neither enhanced nor detracted from my experience. <input type="radio"/> It fell slightly short of my expectations. I was somewhat disappointed <input type="radio"/> It was much worse than I expected. I was very disappointed.	/ 10
Points Poss	Points Scored	Percent

