



*Defining The Guest Experience*

**P** PERFORMANCE

**R** RATING

**A** ASSESSMENT

**I** &  
IN-DEPTH

**S** SERVICE

**E**<sup>®</sup> EVALUATION

**HOTEL RATING SYSTEM**

**PRAISE<sup>®</sup> RATING ASSESSMENT EXAMPLE HOTEL**

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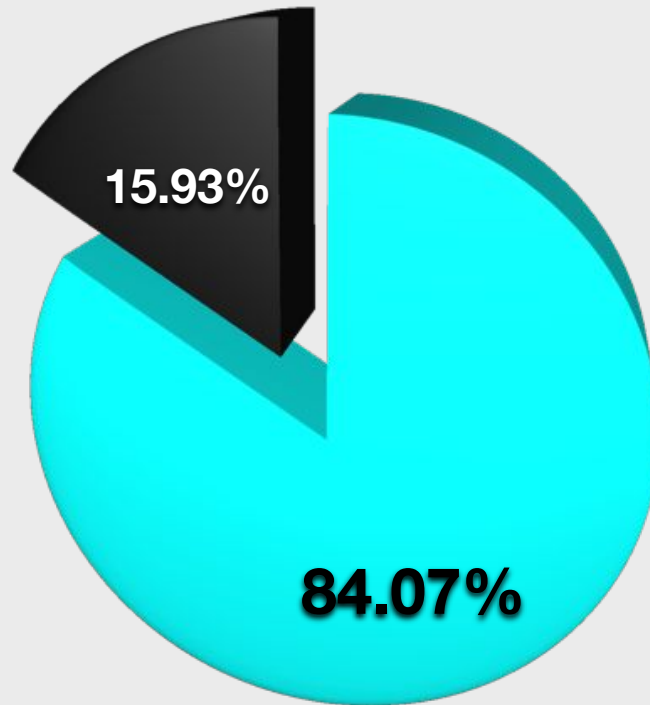
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EXAMPLE HOTEL

CHART 1. HOTEL EVALUATIONS PRAISE® RATING (OVERALL HOTEL RATING)

POINTS AWARDED (OVERALL)  
OVERALL POINTS AWARDED 2522  
POINTS NOT ACHIEVED 478  
MAXIMUM POINTS POSSIBLE 3000



PRAISE®  
RATING  
SYSTEM

- LEVEL 5 EXCELLENT (81 to 100%)
- LEVEL 4 VERY GOOD (76 to 80%)
- LEVEL 3 GOOD (66 to 75%)
- LEVEL 2 SATISFACTORY (41 to 65%)
- LEVEL 1 POOR (0 to 40%)

% OF POINTS  
AVAILABLE  
BUT NOT  
ACHIEVED



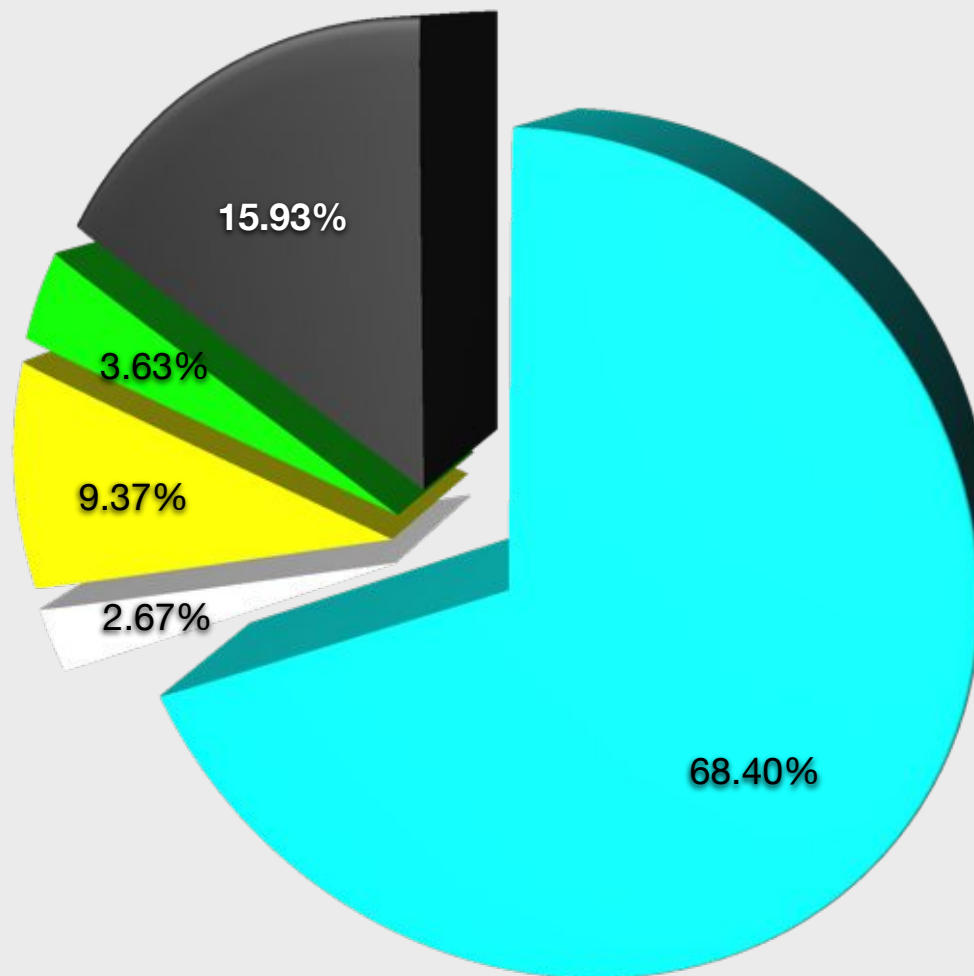
OVERALL PRAISE® RATING  
EXCELLENT LEVEL 5 BLUE

EXAMPLE HOTEL

CHART 2. HOTEL EVALUATIONS *PRAISE*® RATING (POINTS DISTRIBUTION)

POINTS DISTRIBUTION

EXCELLENT	2052
VERY GOOD	80
GOOD	281
SATISFACTORY	109
POOR	0
POINTS AVAILABLE (BUT NOT ACHIEVED)	478
MAXIMUM POINTS POSSIBLE	3000



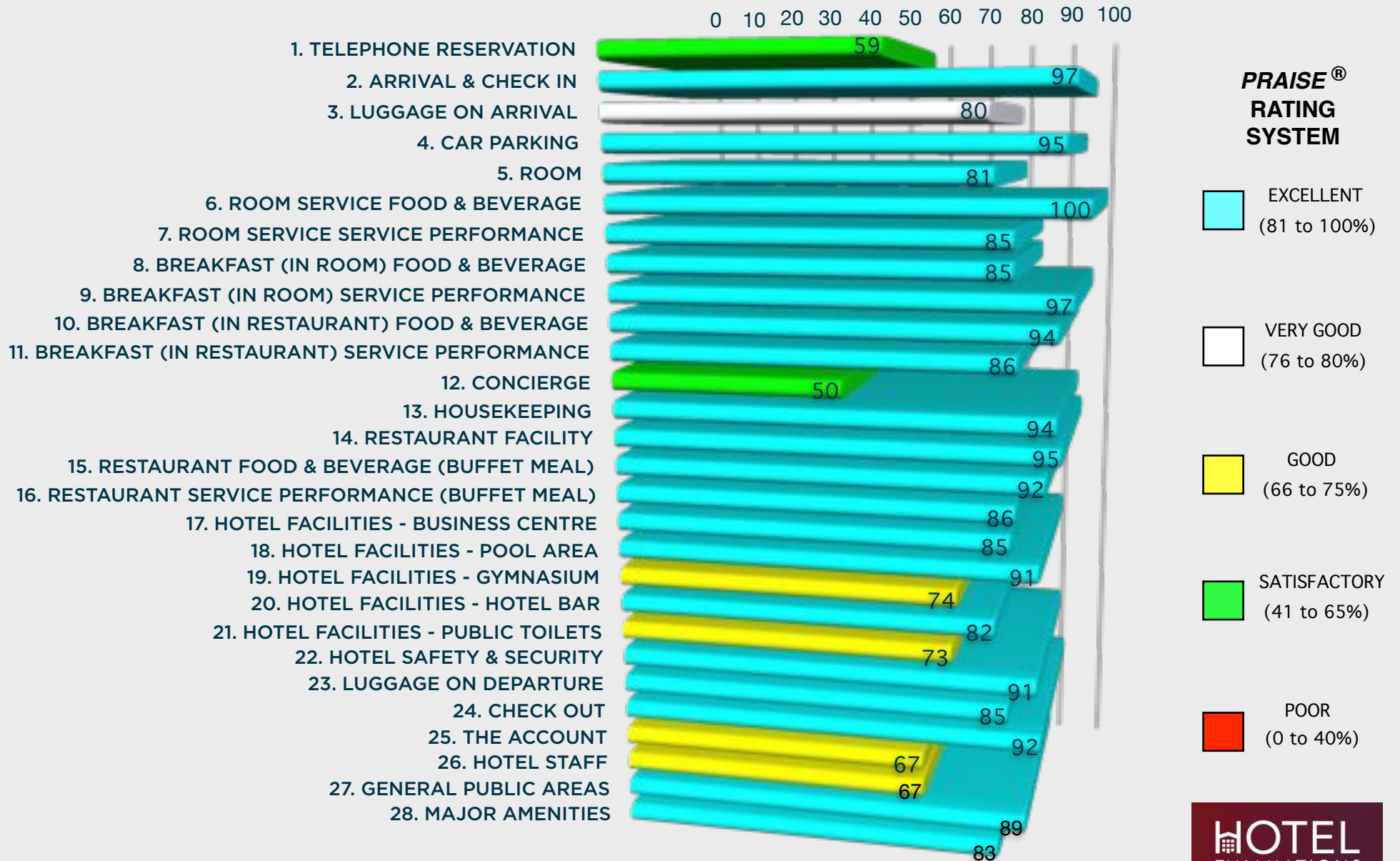
*PRAISE*®  
RATING  
SYSTEM

- EXCELLENT
- VERY GOOD
- GOOD
- SATISFACTORY
- POOR
- % OF POINTS AVAILABLE BUT NOT ACHIEVED



EXAMPLE HOTEL

CHART 3. HOTEL EVALUATIONS *PRAISE*® RATING (INDIVIDUAL AREAS)



EXAMPLE HOTEL

CHART 4. HOTEL EVALUATIONS PRAISE® RATING (SUB GROUPS)

PRAISE® RATING SYSTEM

EXCELLENT (81 to 100%)

VERY GOOD (76 to 80%)

GOOD (66 to 75%)

SATISFACTORY (41 to 65%)

POOR (0 to 40%)

% OF POINTS AVAILABLE BUT NOT ACHIEVED

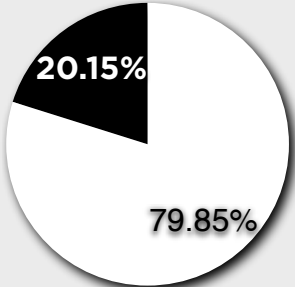


1. CUSTOMER SERVICE

2. FACILITIES & INCLUSIONS

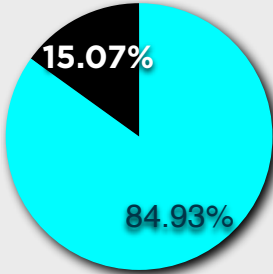
POINTS AWARDED (SUB GROUPS)

1. CUSTOMER SERVICE	
POINTS AWARDED	931
POINTS NOT AWARDED	235
MAXIMUM POINTS POSSIBLE	1166



VERY GOOD

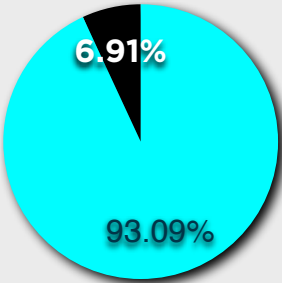
2. FACILITIES & INCLUSIONS	
POINTS AWARDED	964
POINTS NOT AWARDED	171
MAXIMUM POINTS POSSIBLE	1135



EXCELLENT

3. FOOD & BEVERAGE	
POINTS AWARDED	404
POINTS NOT AWARDED	30
MAXIMUM POINTS POSSIBLE	434

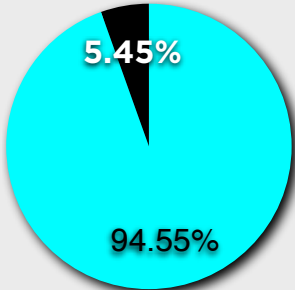
3. FOOD & BEVERAGE



EXCELLENT

4. SAFETY & SECURITY	
POINTS AWARDED	156
POINTS NOT AWARDED	9
MAXIMUM POINTS POSSIBLE	165

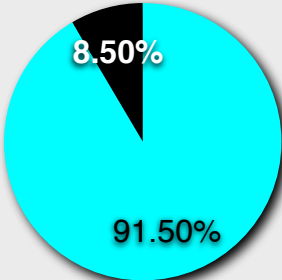
4. SAFETY & SECURITY



EXCELLENT

5. ROOM SATISFACTION	
POINTS AWARDED	91.5
POINTS NOT AWARDED	8.5
MAXIMUM POINTS POSSIBLE	100

5. ROOM SATISFACTION



EXCELLENT

## EXAMPLE HOTEL

### CHART 5. HOTEL EVALUATIONS *PRAISE*® RATING (STAFF ANALYSIS)

#### STAFF ANALYSIS

TOTAL NUMBER OF INDIVIDUAL EMPLOYEES ENCOUNTERED      41

TOTAL NUMBER OF EMPLOYEE INTERACTIONS      50

KEY PERFORMANCE INDICATORS	AGGREGATE OF POINTS AWARDED	AGGREGATE OF MAXIMUM POINTS POSSIBLE	EXPRESSED AS A PERCENTAGE (%)
1. GREETING	380	615	61.79
2. FRIENDLINESS	360	410	87.80
3. POLITENESS	330	410	80.49
4. PROFESSIONALISM	185	410	45.12
5. PRODUCT KNOWLEDGE	228	410	55.49
6. EFFICIENCY	338	410	82.32
7. EXCEEDED EXPECTATIONS	255	615	41.46
8. APPEARANCE (IN UNIFORM)	180	205	87.80
9. APPEARANCE (NEATNESS)	205	205	100.00
10. PARTING STATEMENT	299	410	72.87
<b>TOTAL</b>	<b>2759</b>	<b>4100</b>	<b>67.29</b>



#### *PRAISE*® RATING SYSTEM

■ EXCELLENT  
(81 to 100%)

■ VERY GOOD  
(76 to 80%)

■ GOOD  
(66 to 75%)

■ SATISFACTORY  
(41 to 65%)

■ POOR  
(0 to 40%)

■ % OF POINTS AVAILABLE BUT NOT ACHIEVED

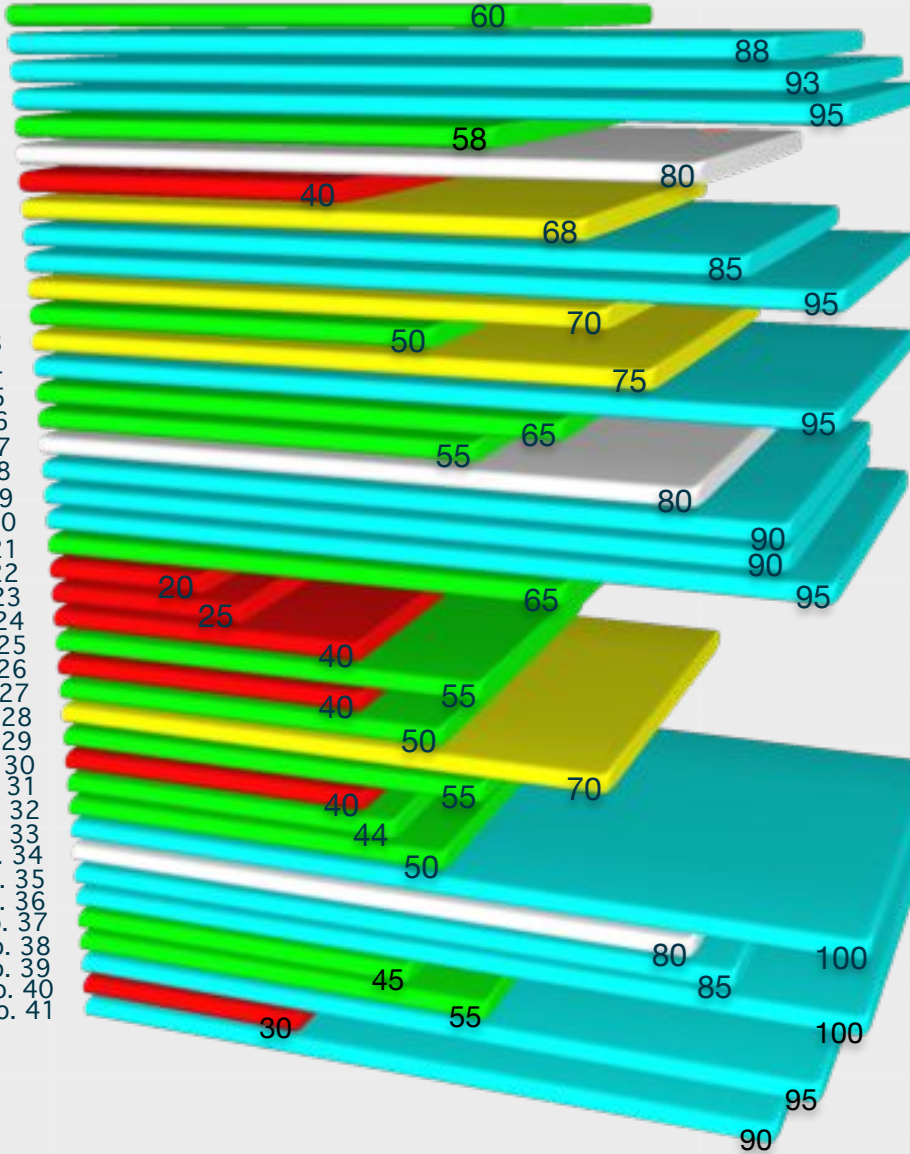
## EXAMPLE HOTEL

### CHART 6. HOTEL EVALUATIONS PRAISE<sup>®</sup> RATING (INDIVIDUAL STAFF)

STAFF MEMBER POINTS AWARDED (OUT OF 100)

STAFF MEMBER No. 01	60
STAFF MEMBER No. 02	88
STAFF MEMBER No. 03	93
STAFF MEMBER No. 04	95
STAFF MEMBER No. 05	58
STAFF MEMBER No. 06	80
STAFF MEMBER No. 07	40
STAFF MEMBER No. 08	68
STAFF MEMBER No. 09	85
STAFF MEMBER No. 10	95
STAFF MEMBER No. 11	70
STAFF MEMBER No. 12	50
STAFF MEMBER No. 13	75
STAFF MEMBER No. 14	95
STAFF MEMBER No. 15	65
STAFF MEMBER No. 16	55
STAFF MEMBER No. 17	80
STAFF MEMBER No. 18	90
STAFF MEMBER No. 19	90
STAFF MEMBER No. 20	95
STAFF MEMBER No. 21	65
STAFF MEMBER No. 22	20
STAFF MEMBER No. 23	25
STAFF MEMBER No. 24	40
STAFF MEMBER No. 25	55
STAFF MEMBER No. 26	40
STAFF MEMBER No. 27	50
STAFF MEMBER No. 28	70
STAFF MEMBER No. 29	55
STAFF MEMBER No. 30	40
STAFF MEMBER No. 31	44
STAFF MEMBER No. 32	50
STAFF MEMBER No. 33	100
STAFF MEMBER No. 34	80
STAFF MEMBER No. 35	85
STAFF MEMBER No. 36	100
STAFF MEMBER No. 37	45
STAFF MEMBER No. 38	55
STAFF MEMBER No. 39	95
STAFF MEMBER No. 40	30
STAFF MEMBER No. 41	90

STAFF MEMBER No. 1	60
STAFF MEMBER No. 2	88
STAFF MEMBER No. 3	93
STAFF MEMBER No. 4	95
STAFF MEMBER No. 5	58
STAFF MEMBER No. 6	80
STAFF MEMBER No. 7	40
STAFF MEMBER No. 8	68
STAFF MEMBER No. 9	85
STAFF MEMBER No. 10	95
STAFF MEMBER No. 11	70
STAFF MEMBER No. 12	50
STAFF MEMBER No. 13	75
STAFF MEMBER No. 14	95
STAFF MEMBER No. 15	65
STAFF MEMBER No. 16	55
STAFF MEMBER No. 17	80
STAFF MEMBER No. 18	90
STAFF MEMBER No. 19	90
STAFF MEMBER No. 20	95
STAFF MEMBER No. 21	65
STAFF MEMBER No. 22	20
STAFF MEMBER No. 23	25
STAFF MEMBER No. 24	40
STAFF MEMBER No. 25	55
STAFF MEMBER No. 26	40
STAFF MEMBER No. 27	50
STAFF MEMBER No. 28	70
STAFF MEMBER No. 29	55
STAFF MEMBER No. 30	40
STAFF MEMBER No. 31	44
STAFF MEMBER No. 32	50
STAFF MEMBER No. 33	100
STAFF MEMBER No. 34	80
STAFF MEMBER No. 35	85
STAFF MEMBER No. 36	100
STAFF MEMBER No. 37	45
STAFF MEMBER No. 38	55
STAFF MEMBER No. 39	95
STAFF MEMBER No. 40	30
STAFF MEMBER No. 41	90



**PRAISE<sup>®</sup>  
RATING  
SYSTEM**

EXCELLENT  
(81 to 100)

VERY GOOD  
(76 to 80)

GOOD  
(66 to 75)

SATISFACTORY  
(41 to 65)

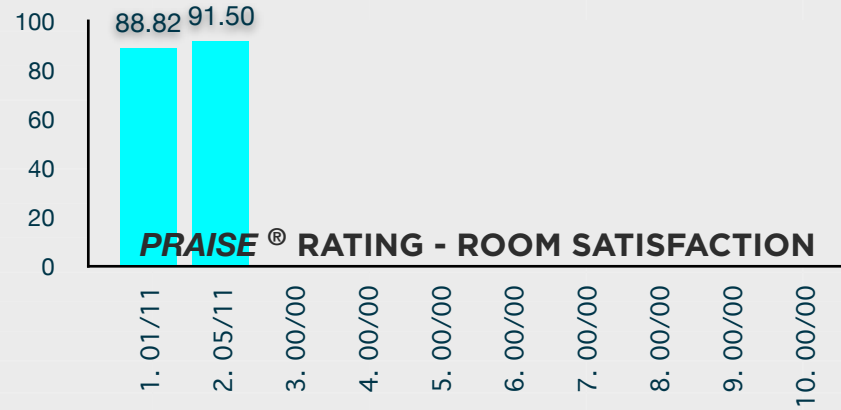
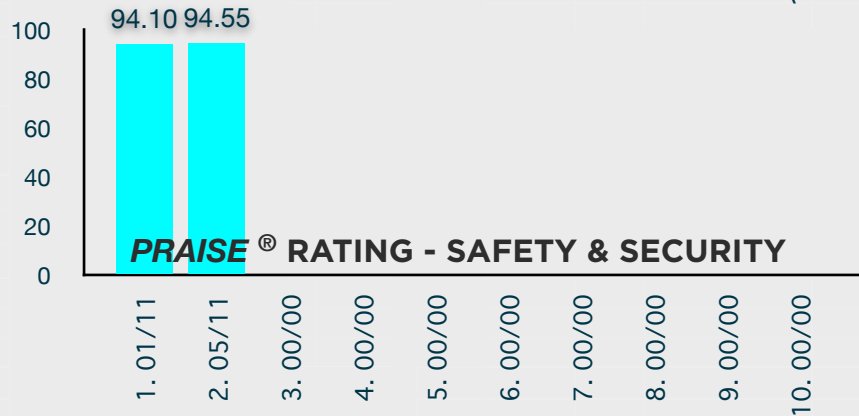
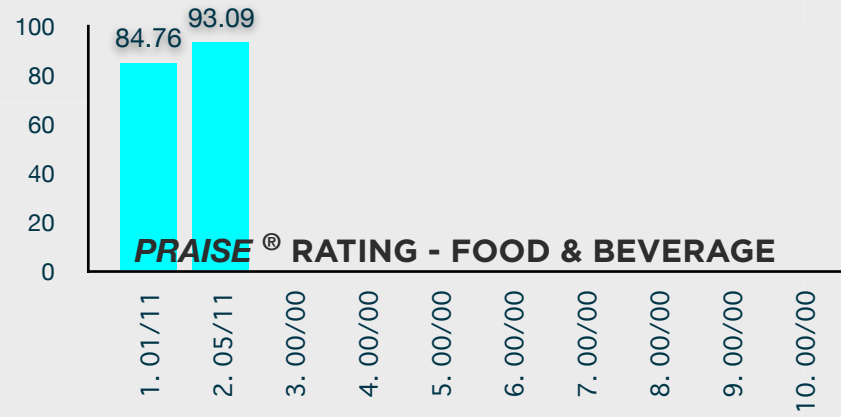
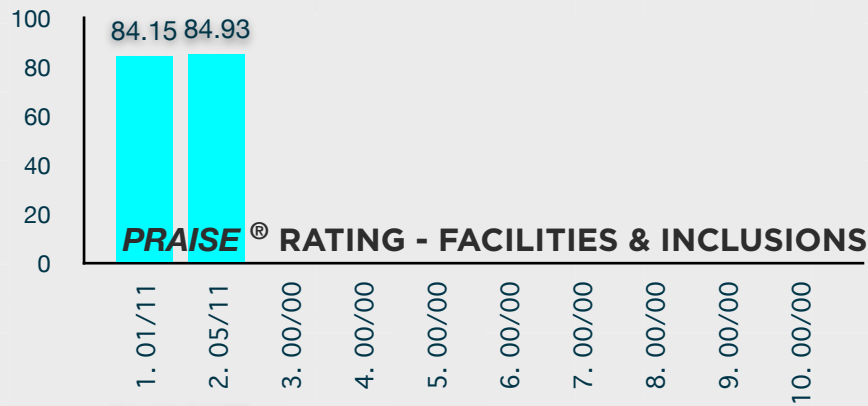
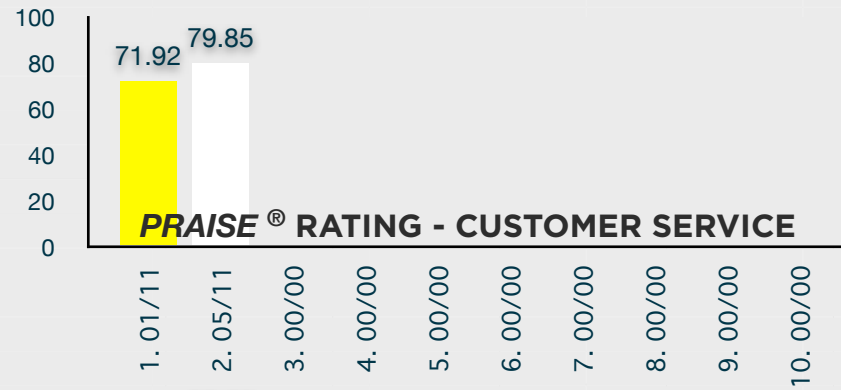
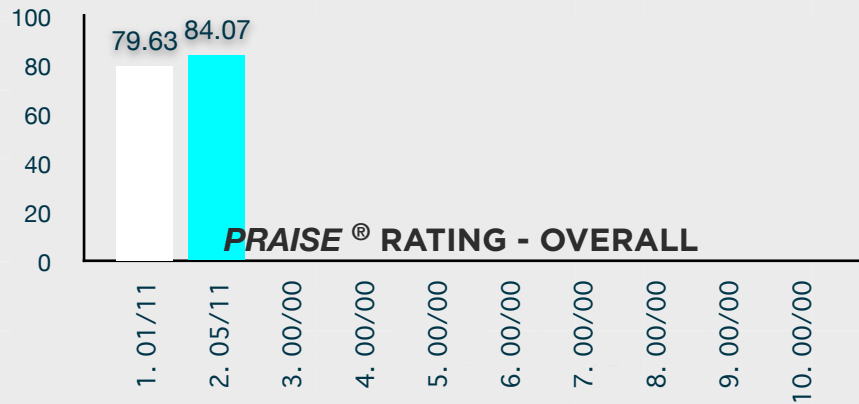
POOR  
(0 to 40)

**AVERAGE      67**



EXAMPLE HOTEL

CHART 7. HOTEL EVALUATIONS *PRAISE*® RATING (HISTORICAL COMPARATIVE)  
**OVERALL *PRAISE*® RATING & *PRAISE*® SUB GROUPS**



***PRAISE*®  
RATING  
SYSTEM**

EXCELLENT  
(81 to 100%)

VERY GOOD  
(76 to 80%)

GOOD  
(66 to 75%)

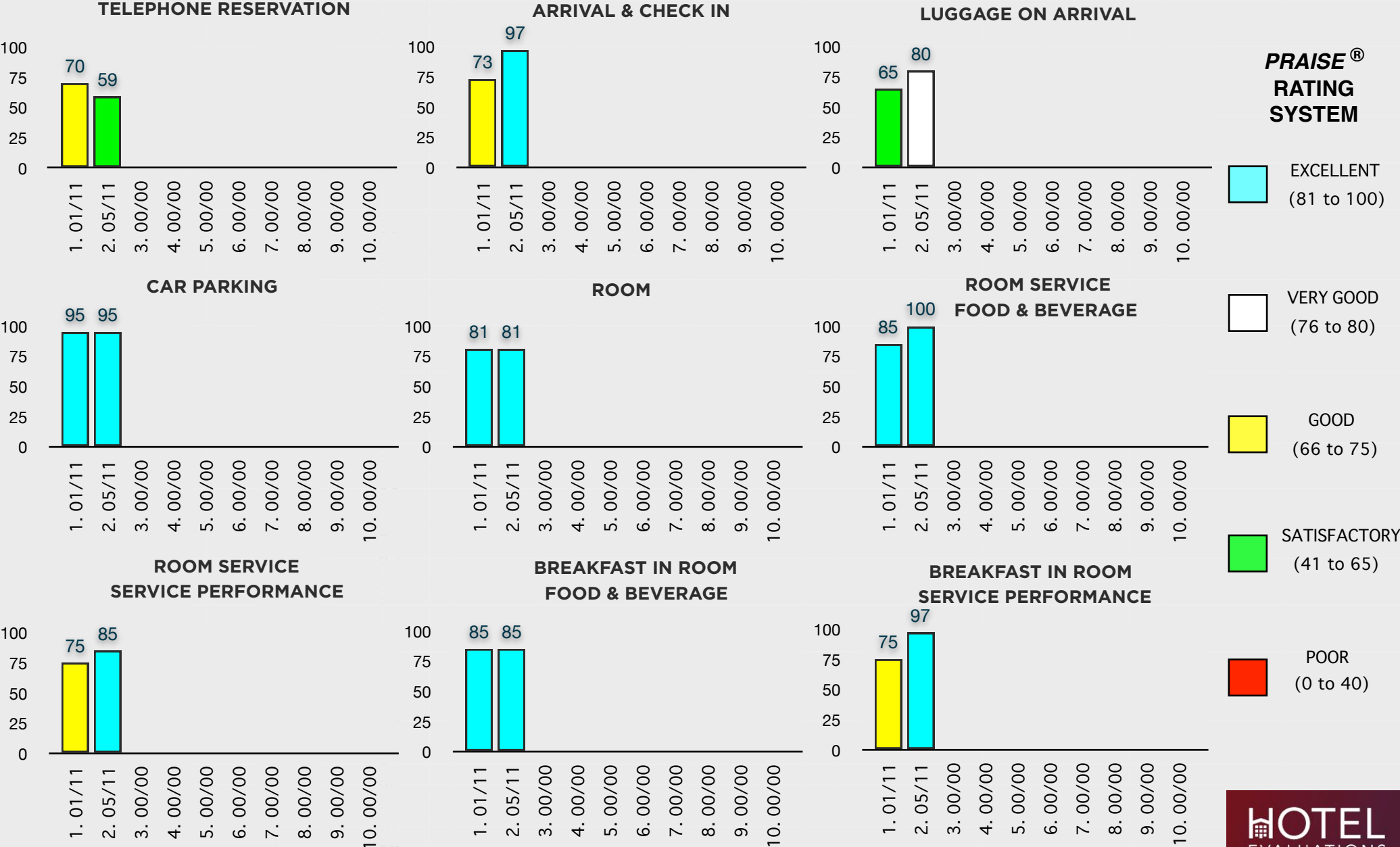
SATISFACTORY  
(41 to 65%)

POOR  
(0 to 40%)



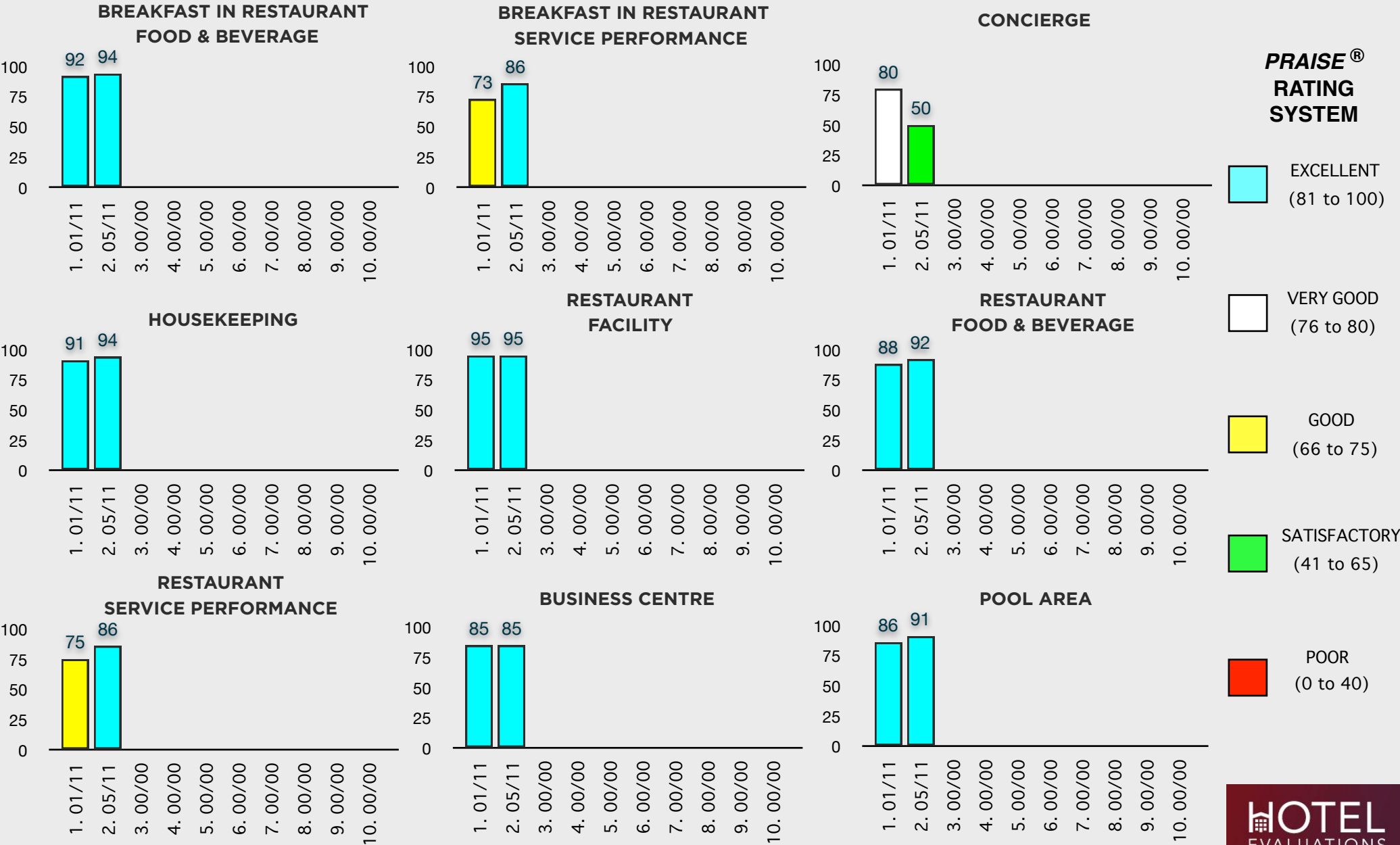
EXAMPLE HOTEL

CHART 8. HOTEL EVALUATIONS *PRAISE*® RATING (HISTORICAL COMPARATIVE)  
INDIVIDUAL AREAS - PART 1



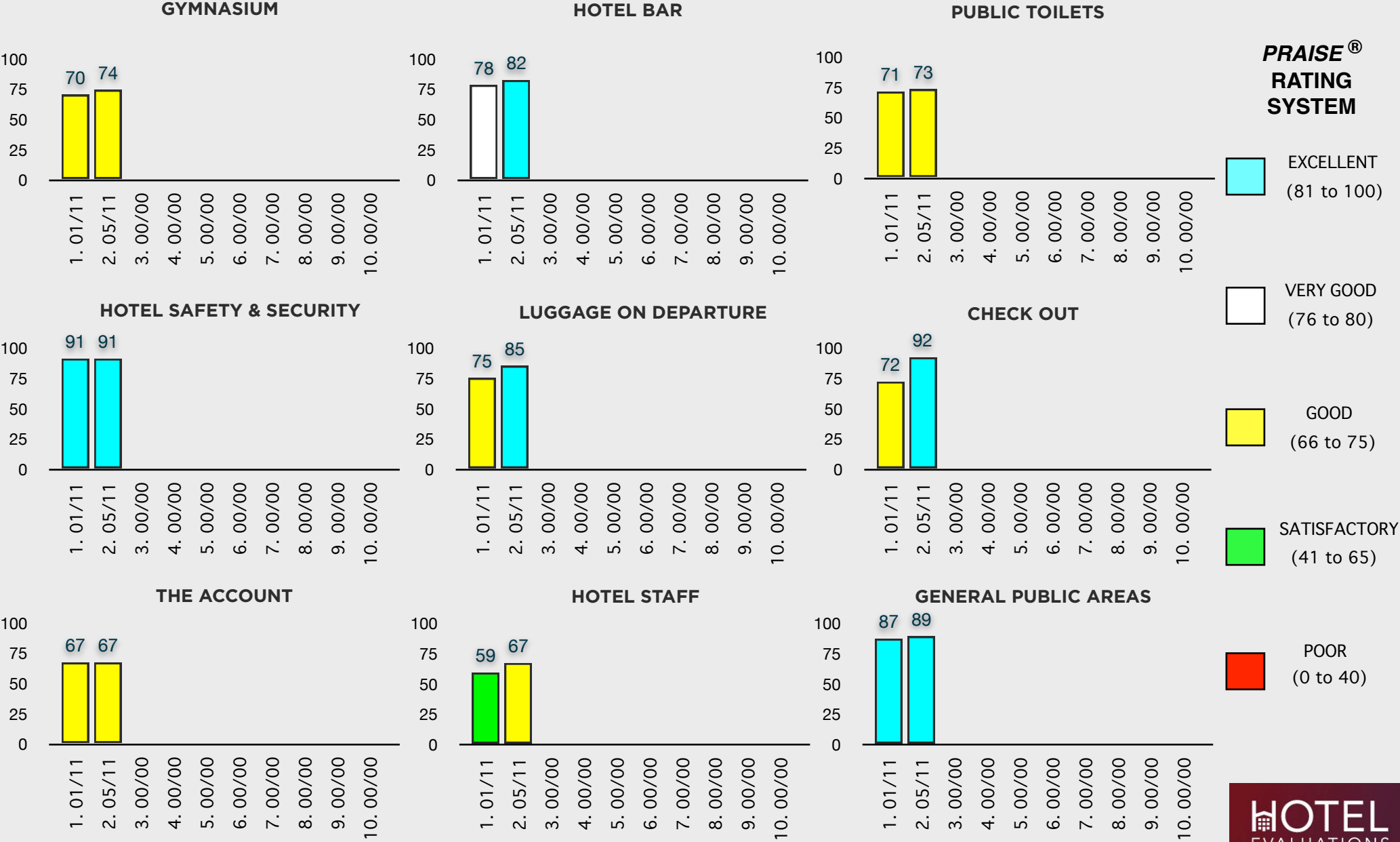
EXAMPLE HOTEL

CHART 8. HOTEL EVALUATIONS PRAISE® RATING (HISTORICAL COMPARATIVE)  
INDIVIDUAL AREAS - PART 2



EXAMPLE HOTEL

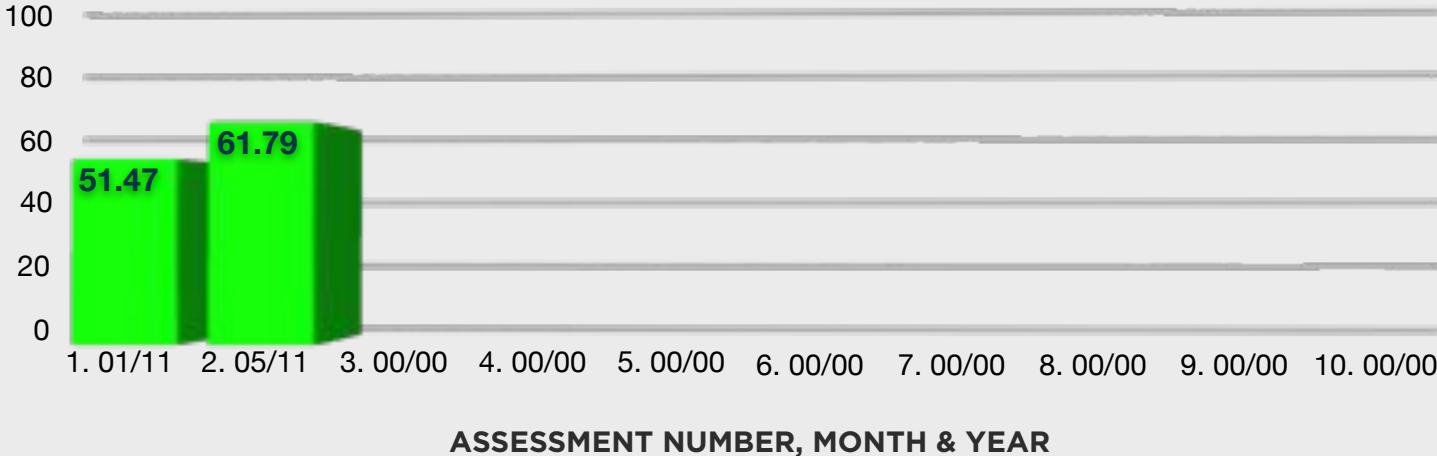
CHART 8. HOTEL EVALUATIONS PRAISE® RATING (HISTORICAL COMPARATIVE)  
INDIVIDUAL AREAS - PART 3



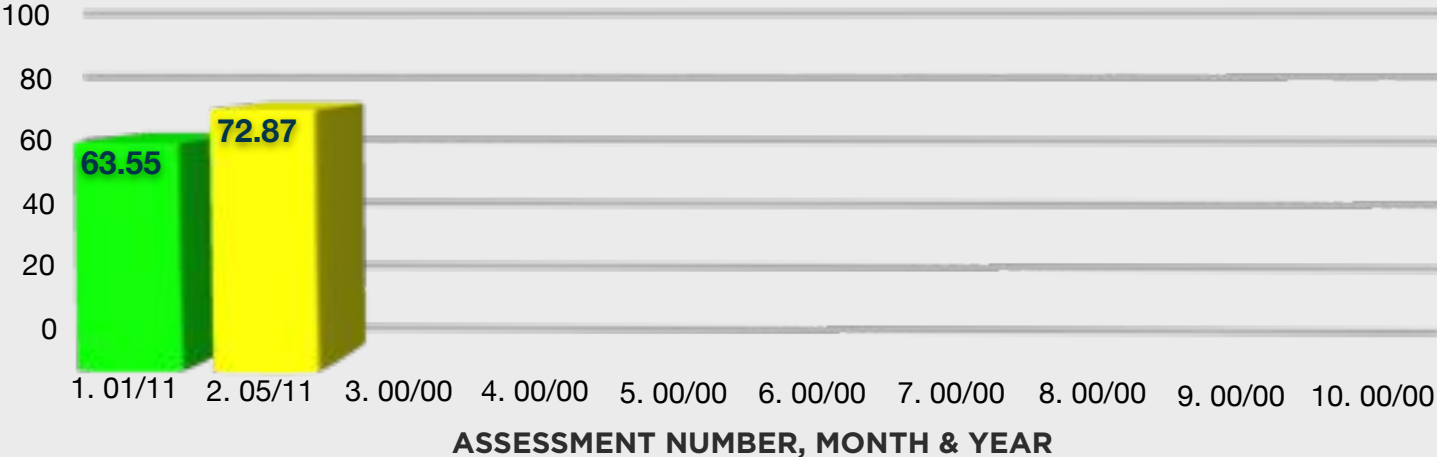
EXAMPLE HOTEL

CHART 9. HOTEL EVALUATIONS PRAISE® RATING (HISTORICAL COMPARATIVE)  
HOTEL STAFF - KEY PERFORMANCE INDICATORS - PART 1

GREETING



PARTING STATEMENT



PRAISE®  
RATING  
SYSTEM

EXCELLENT  
(81 to 100%)

VERY GOOD  
(76 to 80%)

GOOD  
(66 to 75%)

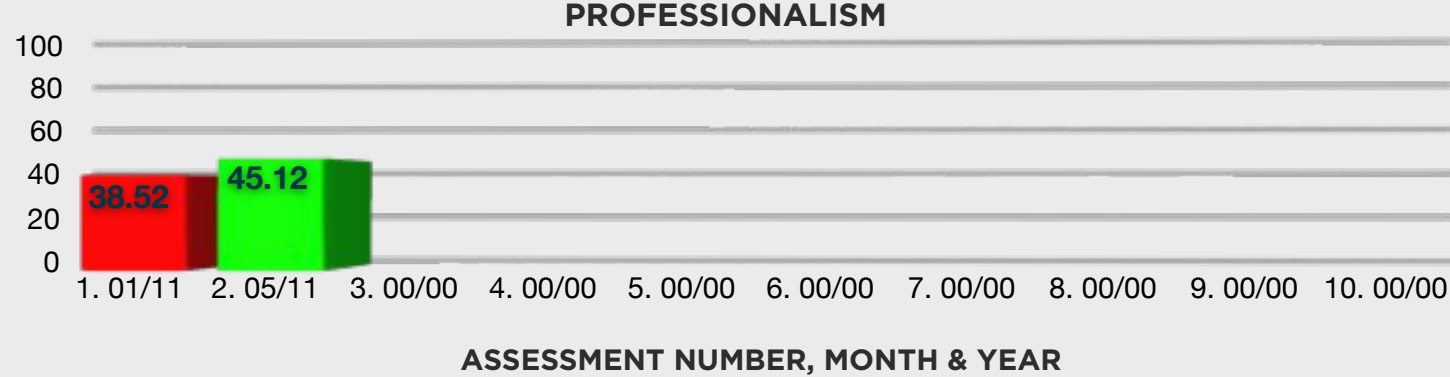
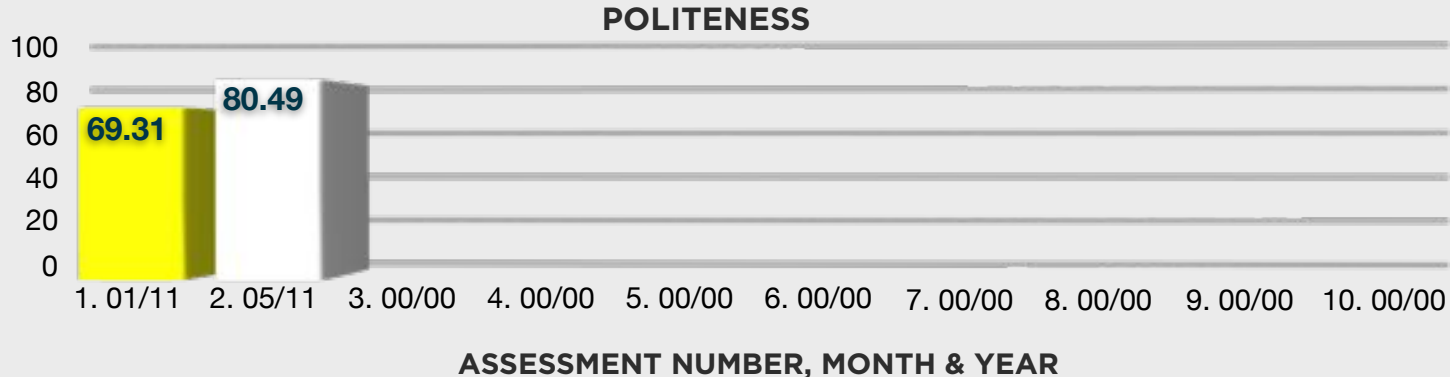
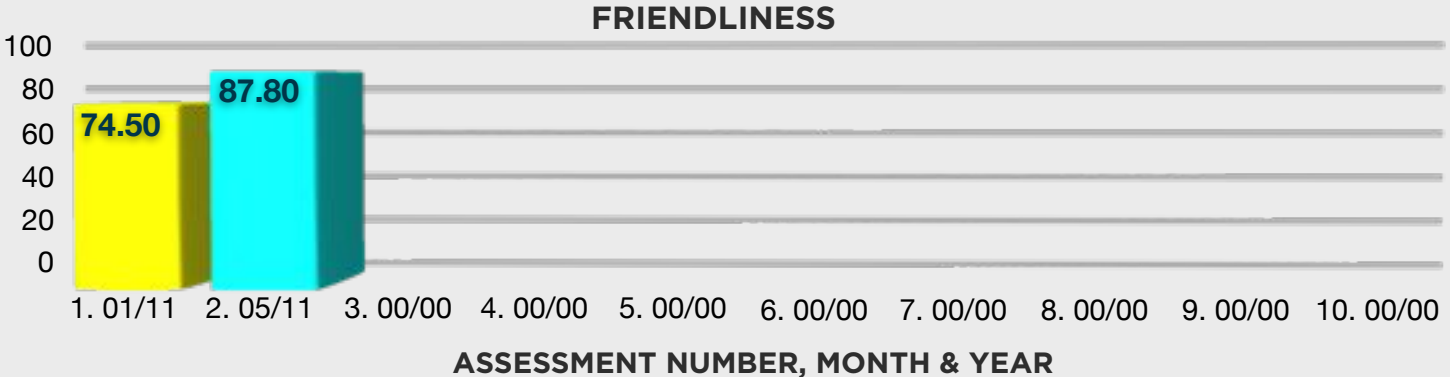
SATISFACTORY  
(41 to 65%)

POOR  
(0 to 40%)



EXAMPLE HOTEL

CHART 9. HOTEL EVALUATIONS PRAISE® RATING (HISTORICAL COMPARATIVE)  
HOTEL STAFF - KEY PERFORMANCE INDICATORS - PART 2



**PRAISE®  
RATING  
SYSTEM**

EXCELLENT  
(81 to 100%)

VERY GOOD  
(76 to 80%)

GOOD  
(66 to 75%)

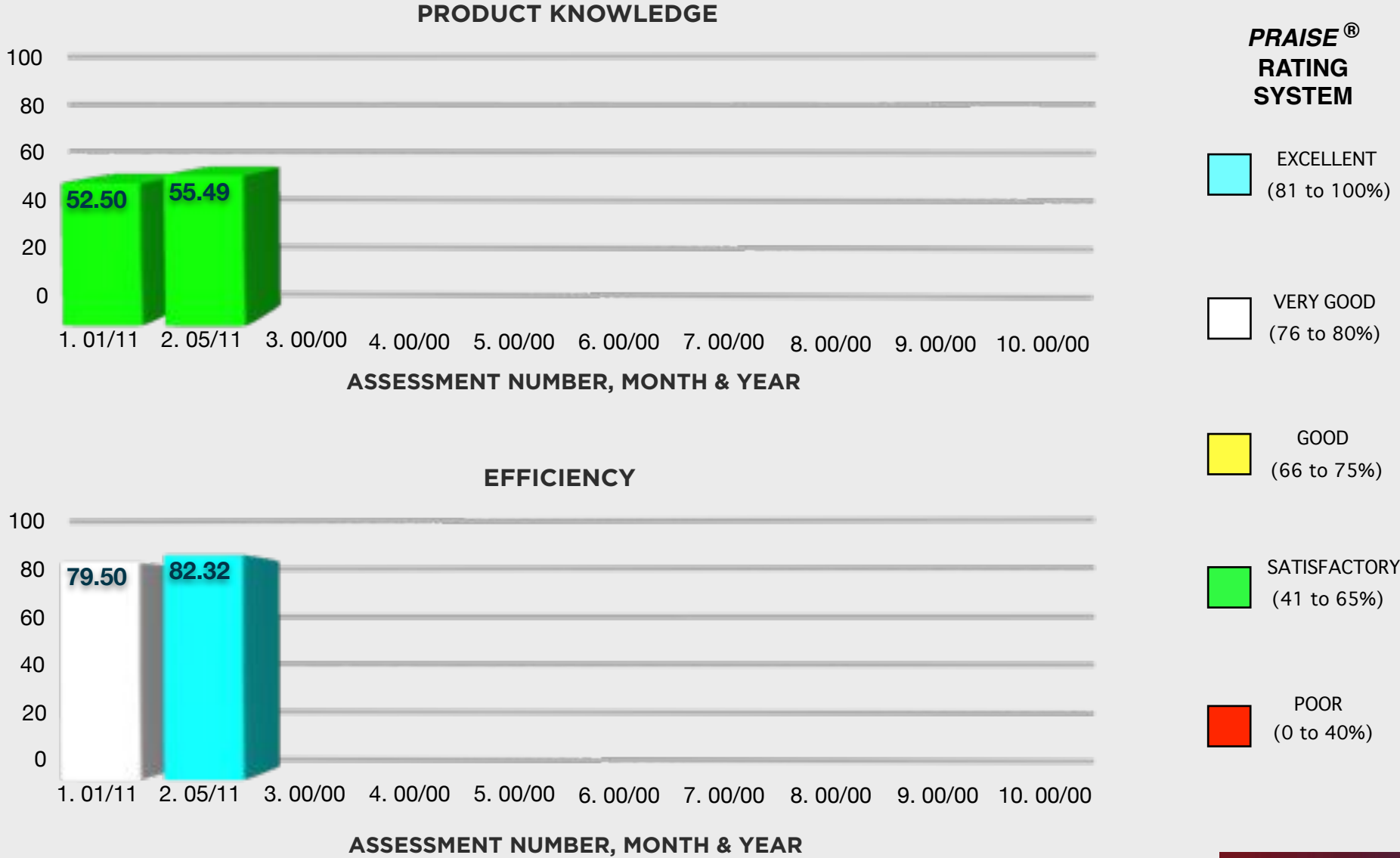
SATISFACTORY  
(41 to 65%)

POOR  
(0 to 40%)



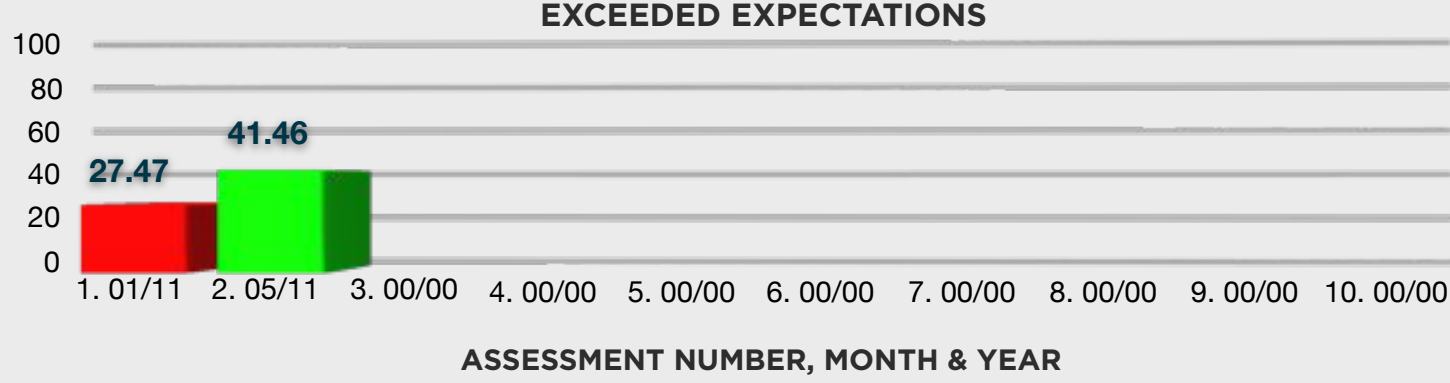
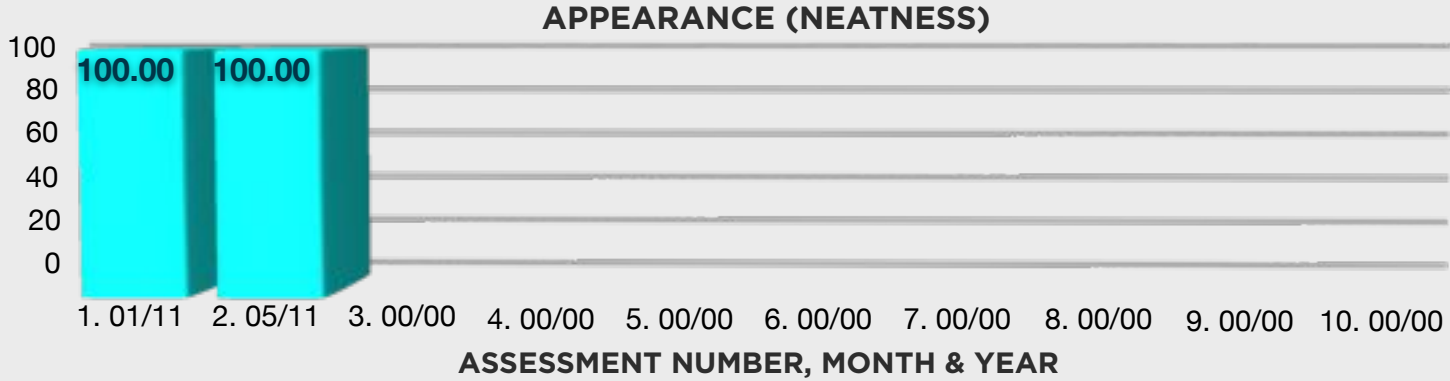
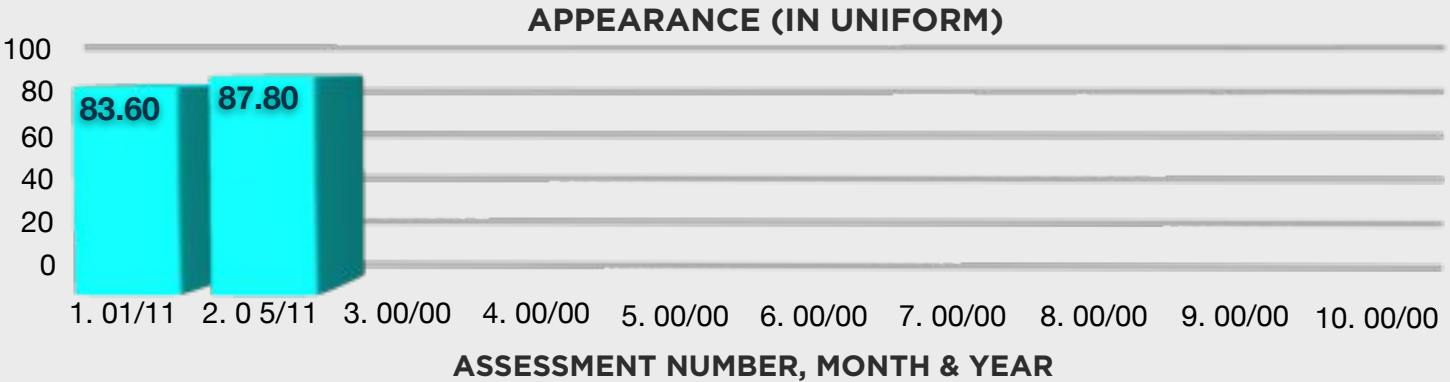
EXAMPLE HOTEL

CHART 9. HOTEL EVALUATIONS PRAISE® RATING (HISTORICAL COMPARATIVE)  
HOTEL STAFF - KEY PERFORMANCE INDICATORS - PART 3



EXAMPLE HOTEL

CHART 9. HOTEL EVALUATIONS PRAISE® RATING (HISTORICAL COMPARATIVE)  
HOTEL STAFF - KEY PERFORMANCE INDICATORS - PART 4



PRAISE®  
RATING  
SYSTEM

EXCELLENT  
(81 to 100%)

VERY GOOD  
(76 to 80%)

GOOD  
(66 to 75%)

SATISFACTORY  
(41 to 65%)

POOR  
(0 to 40%)



## EXAMPLE HOTEL STAFF SPREADSHEET (INDIVIDUAL INTERACTIONS) PAGE 1

TOTAL NUMBER OF INTERACTIONS =				KEY PERFORMANCE INDICATORS (REFER TO KEY BELOW) / POINT VALUES																								
50				DG	BG	NG	F	NF	S	NS	P	NP	E	NE	PKD	PKB	PKN	DPS	BPS	NPS	PRO	NPRO	EE	DNEE	U	N	TOT	INT
STAFF NAME	No:	TIME & DATE	LOCATION	15	5	0	10	0	0	0	10	0	10	0	10	5	0	10	5	0	10	0	15	0	5	5	100	No:
HELEN	1	02:20 PM 04.05.11	TELEPHONE RESERVATION	15	-	-	10	-	-	-	10	-	-	0	-	5	-	10	-	-	-	0	-	0	5	5	60	1
TIMOTHY	2	03:53 PM 16.05.11	HOTEL SET DOWN AREA	15	-	-	10	-	-	X	10	-	10	-	10	-	-	10	-	-	10	-	15	-	5	5	100	2
GARY	3	03:55 PM 16.05.11	HOTEL LOBBY	15	-	-	10	-	-	X	10	-	10	-	-	5	-	10	-	-	10	-	15	-	5	5	95	3
SYLVIA	4	03:56 PM 16.05.11	RECEPTION FRONT DESK	15	-	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	10	-	15	-	5	5	95	4
ANDREW	5	03:58-04:03 PM 16.05	HOTEL LOBBY & ROOM 1510	-	-	0	10	-	X	-	10	-	10	-	10	-	-	10	-	-	-	0	15	-	5	5	75	5
MARION	6	04:06 PM 16.05.11	ROOM 1510	-	5	-	10	-	X	-	10	-	10	-	-	5	-	-	5	-	10	-	15	-	5	5	80	6
BRUCE	7	04:43 PM 16.05.11	CONCIERGE DESK	-	5	-	10	-	X	-	-	0	10	-	-	5	-	-	-	0	-	0	-	0	5	5	40	7
ANDREW	5	04:51 PM 16.05.11	HOTEL LOBBY	-	-	0	-	0	-	X	10	-	10	-	-	5	-	-	5	-	-	0	-	0	5	5	40	8
GARY	3	04:47 PM 16.05.11	HOTEL LOBBY	15	-	-	10	-	-	X	10	-	10	-	-	5	-	-	5	-	10	-	15	-	5	5	90	9
TIMOTHY	2	04:52 PM 16.05.11	HOTEL SET DOWN AREA	15	-	-	10	-	-	X	10	-	10	-	-	5	-	-	5	-	10	-	-	0	5	5	75	10
SIMON	8	05:09 PM 16.05.11	HOTEL SET DOWN AREA	-	-	0	10	-	-	X	10	-	10	-	-	5	-	10	-	-	-	0	15	-	5	5	70	11
NATALIE	9	05:25-06:05 PM 16.05	CLUB LOUNGE	-	5	-	10	-	X	-	10	-	10	-	10	-	-	-	5	-	10	-	15	-	5	5	85	12
TOMIKO	10	06:58 PM 16.05.11	ROOM 1510	15	-	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	10	-	15	-	5	5	95	13
MARINA	11	07:45 PM 16.05.11	HOTEL RESTAURANT	-	-	0	10	-	X	-	10	-	10	-	-	5	-	10	-	-	-	0	15	-	5	5	70	14
ASHLEIGH	12	07:53-08:24 PM 16.05	BAR	-	5	-	10	-	X	-	-	0	10	-	-	5	-	10	-	-	-	0	-	0	5	5	50	15
MARINA	11	08:30 & 10:10 PM 16.05	HOTEL RESTAURANT	-	5	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	10	-	-	0	5	5	70	16
MEGAN	13	08:31 PM 16.05.11	HOTEL RESTAURANT	-	-	0	10	-	X	-	10	-	10	-	10	-	-	10	-	-	-	0	15	-	5	5	75	17
CHARLOTTE	14	08:33-10:10 PM 16.05	HOTEL RESTAURANT	15	-	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	10	-	15	-	5	5	95	18
YUAN	15	08:57 PM 16.05.11	HOTEL RESTAURANT	-	5	-	10	-	-	X	10	-	10	-	-	5	-	-	5	-	10	-	-	0	5	5	65	19
SONYA	16	08:30 AM 17.05.11	ROOM 1510	15	-	-	10	-	X	-	10	-	-	0	-	5	-	-	5	-	-	0	-	0	5	5	55	20
SALLY	17	08:40 & 09:39 AM 17.05	HOTEL RESTAURANT	15	-	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	10	-	-	0	5	5	80	21
MIKE	18	08:41 AM 17.05.11	HOTEL RESTAURANT	15	-	-	10	-	X	-	10	-	10	-	-	5	-	-	5	-	10	-	15	-	5	5	90	22
MICHELLE	19	08:48-09:20 AM 17.05	HOTEL RESTAURANT	15	-	-	10	-	X	-	10	-	10	-	-	5	-	-	5	-	10	-	15	-	5	5	90	23
EMMA	20	08:49-09:39 AM 17.05	HOTEL RESTAURANT	15	-	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	10	-	15	-	5	5	95	24
UNKNOWN MALE	21	09:08 AM 17.05.11	HOTEL RESTAURANT	15	-	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	-	0	-	0	0	5	65	25
SUSAN	22	12:09-12:25 PM 17.05	HOTEL CAFE	-	-	0	10	-	X	-	-	0	-	0	-	-	0	-	-	0	-	0	-	0	5	5	20	26
JODIE	23	12:24-12:39 PM 17.05	HOTEL CAFE	-	-	0	-	0	-	X	10	-	-	0	-	-	0	-	5	-	-	0	-	0	5	5	25	27
UNKNOWN FEMALE	24	01:00 PM 17.05.11	HOTEL CAFE	-	-	0	10	-	X	-	-	0	10	-	-	5	-	10	-	-	-	0	-	0	0	5	40	28
KAREN	25	01:42 PM 17.05.11	ROOM 1510 TELEPHONE	-	-	0	10	-	-	-	10	-	10	-	-	5	-	10	-	-	-	0	-	0	5	5	55	29
JENNY	26	02:00 PM 17.05.11	BUSINESS CENTRE	-	5	-	10	-	X	-	10	-	-	0	-	-	0	-	5	-	-	0	-	0	5	5	40	30

\*Note - Spelling of Name may not be correct.

KEY:



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Note - No points are awarded for smiling.

POLITE P - YES NP - NO	SMILED S - YES (X) NS - NO (X) N/A - -	EFFICIENT E - YES NE - NO	PROFESSIONAL PRO - YES NPRO - NO	FRIENDLY F - YES NF - NO	EXPECTATIONS EE - EXCEEDED DNEE - NOT EXCEEDED	TOTAL TOT
GREETING DG - DETAILED BG - BASIC NG - NONE	PARTING STATEMENT DPS - DETAILED BPS - BASIC NPS - NONE	PRODUCT KNOWLEDGE PKD - DETAILED PKB - BASIC PKN - NONE	APPEARANCE U - UNIFORM N - NEATNESS	INTERACTION NUMBER INT No:		

**EXAMPLE HOTEL  
STAFF SPREADSHEET (INDIVIDUAL INTERACTIONS) PAGE 2**

				KEY PERFORMANCE INDICATORS (REFER TO KEY BELOW) / POINT VALUES																								
STAFF NAME	No:	TIME & DATE	LOCATION	DG	BG	NG	F	NF	S	NS	P	NP	E	NE	PKD	PKB	PKN	DPS	BPS	NPS	PRO	NPRO	EE	DNEE	U	N	TOT	INT
				15	5	0	10	0	0	0	10	0	10	0	10	5	0	10	5	0	10	0	15	0	5	5	100	No:
KIRSTY	27	03:12-04:05 PM 17.05	BAR	15	-	-	-	0	X	-	10	-	-	0	-	5	-	10	-	-	-	0	-	0	5	5	50	31
UNKNOWN FEMALE	28	04:25-04:32 PM 17.05	DAY SPA LEVEL 1	-	5	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	-	0	15	-	0	5	70	32
UNKNOWN FEMALE	29	04:29-04:32 PM 17.05	DAY SPA LEVEL 1	-	-	0	10	-	X	-	10	-	10	-	10	-	-	10	-	-	-	0	-	0	0	5	55	33
ROSE	30	05:46 PM 17.05.11	ROOM 1510	-	5	-	-	0	-	X	-	0	10	-	-	5	-	10	-	-	-	0	-	0	5	5	40	34
MELANIE	31	05:49 PM 17.05.11	ROOM 1510 TELEPHONE	-	-	0	-	0	-	-	10	-	10	-	-	5	-	-	5	-	-	0	-	0	5	5	40	35
MELANIE	31	05:55 PM 17.05.11	ROOM 1510 TELEPHONE	-	-	0	-	0	-	-	10	-	10	-	-	5	-	-	5	-	-	0	-	0	5	5	40	36
EDUARDO	32	05:59 PM 17.05.11	ROOM 1510	15	-	-	10	-	X	-	-	0	10	-	-	5	-	-	-	0	-	0	-	0	5	5	50	37
EDUARDO	32	06:33 PM 17.05.11	ROOM 1510	-	5	-	10	-	X	-	-	0	10	-	-	5	-	10	-	-	-	0	-	0	5	5	50	38
MELANIE	31	07:31 PM 17.05.11	ROOM 1510 TELEPHONE	-	-	0	10	-	-	-	10	-	10	-	-	5	-	-	5	-	-	0	-	0	5	5	50	39
LIBBIE	33	08:10 PM 17.05.11	ROOM 1510	15	-	-	10	-	X	-	10	-	10	-	10	-	-	10	-	-	10	-	15	-	5	5	100	40
MELANIE	31	09:22 PM 17.05.11	ROOM 1510 TELEPHONE	-	-	0	10	-	-	-	10	-	-	0	-	5	-	10	-	-	-	0	-	0	5	5	45	41
JOSEPHINE	34	11:51 PM 17.05.11	ROOM 1510 TELEPHONE	15	-	-	10	-	-	-	10	-	10	-	-	5	-	10	-	-	10	-	-	0	5	5	80	42
OLIVIA	35	07:09 AM 18.05.11	ROOM 1510	15	-	-	10	-	X	-	10	-	10	-	10	-	-	10	-	-	10	-	-	0	5	5	85	43
RACHEL	36	08:31-09:01 AM 18.05	CLUB LOUNGE	15	-	-	10	-	X	-	10	-	10	-	10	-	-	10	-	-	10	-	15	-	5	5	100	44
UNKNOWN MALE	37	08:31 AM 18.05.11	CLUB LOUNGE	15	-	-	10	-	X	-	-	0	10	-	-	5	-	-	-	0	-	0	-	0	0	5	45	45
SCOTT	38	10:35 AM 18.05.11	ROOM 1510 TELEPHONE	15	-	-	10	-	-	-	10	-	-	0	-	5	-	-	5	-	-	0	-	0	5	5	55	46
SIMON	8	10:45 & 11:05 AM 18.05	ROOM 1510 & DRIVEWAY	15	-	-	10	-	X	-	10	-	10	-	10	-	-	-	-	0	-	0	-	0	5	5	65	47
MARY-ANNE	39	11:00 AM 18.05.11	RECEPTION FRONT DESK	15	-	-	10	-	X	-	10	-	10	-	-	5	-	10	-	-	10	-	15	-	5	5	95	48
DANIEL	40	11:03 AM 18.05.11	CONCIERGE DESK	-	5	-	-	0	-	X	-	0	10	-	-	5	-	-	-	0	-	0	-	0	5	5	30	49
JOSH	41	11:05 AM 18.05.11	HOTEL SET DOWN AREA	15	-	-	10	-	-	X	10	-	10	-	-	5	-	-	5	-	10	-	15	-	5	5	90	50

**SUMMARY OF STAFF INTERACTIONS EXPRESSED AS A PERCENTAGE OF EACH KEY PERFORMANCE INDICATOR**

KEY PERFORMANCE INDICATORS	GREETING			FRIENDLY		SMILE		POLITE		EFFICIENT		PRODUCT KNOWLEDGE			PARTING STATEMENT			PROFESSIONAL		EXPECTATIONS		APPEARANCE	
SUB GROUP	DG	BG	NG	F	NF	S	NS	P	NP	E	NE	PKD	PKB	PKN	DPS	BPS	NPS	PRO	NPRO	EE	DNEE	U	N
%	50.0	22.0	28.0	86.0	14.0	73.8	26.2	82.0	18.0	84.0	16.0	18.0	76.0	6.0	56.0	32.0	12.0	42.0	58.0	40.0	60.0	90.0	100.0

\*Note - Spelling of Name may not be correct.

KEY:



POLITE P - YES NP - NO	SMILED S - YES (X) NS - NO (X) N/A - -	EFFICIENT E - YES NE - NO	PROFESSIONAL PRO - YES NPRO - NO	FRIENDLY F - YES NF - NO	EXPECTATIONS EE - EXCEEDED DNEE - NOT EXCEEDED	TOTAL TOT
GREETING DG - DETAILED BG - BASIC NG - NONE	PARTING STATEMENT DPS - DETAILED BPS - BASIC NPS - NONE	PRODUCT KNOWLEDGE PKD - DETAILED PKB - BASIC PKN - NONE	APPEARANCE U - UNIFORM N - NEATNESS	INTERACTION NUMBER INT No:		

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Note - No points are awarded for smiling.

**EXAMPLE HOTEL  
STAFF SPREADSHEET (INDIVIDUAL STAFF MEMBERS) PAGE 1**

STAFF MEM No:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	No. EMP	41					
No: Interactions	1	2	2	1	2	1	1	2	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	4	2	1	1	1	1	1	1	1	1	1	1	TOTAL INT	50			
KEY PERFORMANCE INDICATORS (AVERAGE OF POINTS AWARDED OVER ALL INTERACTIONS)																																									TOT	MAX	%	AVG				
1. GREETING Detailed: 15 Basic: 5 None: 0	15	15	15	15	0	5	5	8	5	15	3	5	0	15	5	15	15	15	15	15	15	0	0	0	0	5	15	5	0	5	0	10	15	15	15	15	15	15	15	15	15	5	15	380	615	61.79	9.27	
2. FRIENDLY Y: 10 N: 0	10	10	10	10	5	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	0	10	10	10	0	10	10	0	5	10	10	10	10	10	10	10	10	10	10	0	10	360	410	87.80	8.78		
3. POLITE Y: 10 N: 0	10	10	10	10	10	10	0	10	10	10	10	0	10	10	10	10	10	10	10	10	10	0	10	0	10	10	10	10	10	0	10	0	10	10	10	10	10	10	0	10	10	0	10	330	410	80.49	8.05	
4. PROFESSIONAL BEHAVIOUR Y: 10 N: 0	0	10	10	10	0	10	0	0	10	10	5	0	0	10	10	0	10	10	10	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	10	10	10	0	0	10	0	10	185	410	45.12	4.51	
5. PRODUCT KNOWLEDGE Detailed: 10 Basic: 5 None: 0	5	8	5	5	8	5	5	8	10	5	5	5	10	5	5	5	5	5	5	5	5	0	0	5	5	0	5	5	10	5	5	5	10	5	10	10	10	5	5	5	5	5	228	410	55.49	5.55		
6. EFFICIENT Y: 10 N: 0	0	10	10	10	10	10	10	10	10	10	10	10	10	10	10	0	10	10	10	10	10	0	0	10	10	0	0	10	10	10	8	10	10	10	10	10	10	10	10	0	10	10	338	410	82.32	8.23		
7. EXCEEDED EXPECTATIONS Y: 15 N: 0	0	8	15	15	8	15	0	8	15	15	8	0	15	15	0	0	0	15	15	15	0	0	0	0	0	0	0	0	15	0	0	0	0	15	0	0	15	0	0	15	0	15	255	615	41.46	6.22		
8. IN UNIFORM Y: 5 N: 0 N/A: 5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	0	5	5	0	5	5	5	0	0	5	5	5	5	5	5	5	5	5	5	0	5	5	5	5	180	205	87.80	4.39
9. NEATNESS Y: 5 N: 0 N/A: 5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	205	205	100.00	5.00
10. PARTING STATEMENT Detailed: 10 Basic: 5 None: 0	10	8	8	10	8	5	0	5	5	10	10	10	10	10	5	5	10	5	5	10	10	0	5	10	10	5	10	10	10	10	6	5	10	10	10	10	0	5	10	0	5	299	410	72.87	7.29			
TOTAL	60	88	93	95	58	80	40	68	85	95	70	50	75	95	65	55	80	90	90	95	65	20	25	40	55	40	50	70	55	40	44	50	100	80	85	100	45	55	95	30	90	2759	4100	67.29	67			
NAME	HELE N TH Y	TI MOTH Y	GAM MOR IA	SYLV IA EW	ANDR RONE	MARI UCONE	BRUC MOTON	SIMOT LIEKO	NATAM RIKON	TOAM RIKON	MAAS HLA EIGN	MEGA ARLO TT E	CHYU ANNA	YU ANNA	SO ANYA	SALL LLY	MIKE KE	MIKE CH EL LE	EMMA MA	UNKN OWN MA LE	SUNSA DIE	JO KNOW N FE MA LE	UNKN OWN FE MA LE	KARE NNY	JE NNY	KIR STY	UNKN OWN FE MA LE	UNKN OWN FE MA LE	ROSE LA NIER D O	ME LA NIER D O	ED UA O	LIB BIE	JOSE PHIA NE	OLIV IA	RAC HEL	UNKN OWN MA LE	SCOT T AN NE	MAR RY - AN NE	DAJ NIE SH L	JO NIE SH L	TOT	MAX	%	AVG				

\*Note - Spelling of Name may not be correct.



**EXAMPLE HOTEL**  
**STAFF SPREADSHEET (INDIVIDUAL STAFF MEMBERS) PAGE 2**

STAFF RESULTS	FOR STAFF WITH MULTIPLE INTERACTIONS (AVERAGE TRANSFERRED TO PAGE 1)																							
STAFF MEMBER No:	2			3			5			8			11			31								
TOTAT NUMBER OF INTERACTIONS	2			2			2			2			2			4								
INTERACTION No.	2	10	AVG	3	9	AVG	5	8	AVG	11	47	AVG	14	16	AVG	35	36	39	41	AVG				
KEY PERFORMANCE INDICATORS																								
1. GREETING Detailed: 15 Bas: 5 None: 0	15	15	15.0	15	15	15.0	0	0	0.0	0	15	7.5	0	5	2.5	0	0	0	0	0.0				
2. FRIENDLY: Y: 10 N: 0	10	10	10.0	10	10	10.0	10	0	5.0	10	10	10.0	10	10	10.0	0	0	10	10	5.0				
3. POLITE: Y: 10N: 0	10	10	10.0	10	10	10.0	10	10	10.0	10	10	10.0	10	10	10.0	10	10	10	10	10.0				
4. PROFESSIONAL BEHAVIOUR Y: 10 N: 0	10	10	10.0	10	10	10.0	0	0	0.0	0	0	0.0	0	10	5.0	0	0	0	0	0.0				
5. PRODUCT KNOWLEDGE: Detailed: 10 Basic: 5 None: 0	10	5	7.5	5	5	5.0	10	5	7.5	5	10	7.5	5	5	5.0	5	5	5	5	5.0				
6. EFFICIENT: Y: 10 N: 0	10	10	10.0	10	10	10.0	10	10	10.0	10	10	10.0	10	10	10.0	10	10	10	0	7.5				
7. EXCEEDED EXPECTATIONS: Y: 15 N: 0	15	0	7.5	15	15	15.0	15	0	7.5	15	0	7.5	15	0	7.5	0	0	0	0	0.0				
8. IN UNIFORM: Y: 5 N: 0 N/A: 5	5	5	5.0	5	5	5.0	5	5	5.0	5	5	5.0	5	5	5.0	5	5	5	5	5.0				
9. NEATNESS: Y: 5 N: 0 N/A: 5	5	5	5.0	5	5	5.0	5	5	5.0	5	5	5.0	5	5	5.0	5	5	5	5	5.0				
10. PARTING STATEMENT: Detailed: 10 Basic: 5 None: 0	10	5	7.5	10	5	7.5	10	5	7.5	10	0	5.0	10	10	10.0	5	5	5	10	6.3				
TOTAL	100	75	88	95	90	93	75	40	58	70	65	68	70	70	70	40	40	50	45	44				
NAME	TIMOTHY			GARY			ANDREW			SIMON			MARINA			MELANIE								

**EXAMPLE HOTEL  
STAFF SPREADSHEET (INDIVIDUAL STAFF MEMBERS) PAGE 3**

STAFF RESULTS	FOR STAFF WITH MULTIPLE INTERACTIONS (AVERAGE TRANSFERRED TO PAGE 1)																								
STAFF MEMBER No:	32																								
TOTAL NUMBER OF INTERACTIONS	2																								
INTERACTION No.	37	38		AVG					AVG						AVG					AVG					AVG
KEY PERFORMANCE INDICATORS																									
1. GREETING: Detailed: 15 Basic: 5 None: 0	15	5		10.0																					
2. FRIENDLY: Y: 10 N: 0	10	10		10.0																					
3. POLITE: Y: 10 N: 0	0	0		0.0																					
4. PROFESSIONAL BEHAVIOUR: Y: 10 N: 0	0	0		0.0																					
5. PRODUCT KNOWLEDGE: Detailed: 10 Basic: 5 None: 0	5	5		5.0																					
6. EFFICIENT: Y: 10 N: 0	10	10		10.0																					
7. EXCEEDED EXPECTATIONS: Y: 15 N: 0	0	0		0.0																					
8. IN UNIFORM: Y: 5 N: 0 N/A: 5	5	5		5.0																					
9. NEATNESS: Y: 5 N: 0 N/A: 5	5	5		5.0																					
10. PARTING STATEMENT: Detailed: 10 Basic: 5 None: 0	0	10		5.0																					
TOTAL	50	50	0	50																					
NAME	EDUARDO																								

**EXAMPLE HOTEL  
STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 1**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
1	1	HELEN	TELEPHONE RESERVATION.	DETAILED: GOOD AFTERNOON RESERVATIONS. THIS IS HELEN.	DETAILED: THANKS VERY MUCH FOR YOUR CALL...BYE.	YES, OKAY, NO, ALRIGHT, PLEASE, EXCELLENT.	YES. OFFERED A BREAKFAST INCLUSIVE PACKAGE RATE OF \$340 IN ADDITION TO THE ROOM ONLY RATE OF \$290. DID NOT OFFER CLUB LEVEL ROOM RATE. NO POINTS AWARDED BECAUSE SHE FAILED MET EXPECTATIONS (REFER STAFF TABLE 2).  NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD ASSIST WITH.
2	2	TIMOTHY	HOTEL SET DOWN AREA. ARRIVED AT HOTEL. STAFF MEMBER WHO ATTENDED TO VALET PARKING OF CAR AND OFFERED ASSISTANCE WITH LUGGAGE.	DETAILED: GOOD AFTERNOON SIR.	DETAILED: YOU'RE WELCOME...YOU'RE WELCOME....HAVE A GOOD DAY MR (SURNAME).	ABSOLUTELY, PERFECT, MR (SURNAME), MY PLEASURE.	NO.  YES. APPROACHED CAR AND OPENED DOOR IN ADDITION TO PROVIDING ASSISTANCE WITH LUGGAGE AND CAR PARKING.
3	3	GARY	HOTEL LOBBY. ESCORTED GUESTS TO RECEPTION DESK.	DETAILED: GOOD AFTERNOON SIR...WELCOME.	DETAILED: OKAY...YOU'RE WELCOME...ENJOY YOUR STAY.	HERE FOR A FEW DAYS?, ALRIGHT, HAVE YOU STAYED WITH US BEFORE?.	NO.  YES. EXTENDED A WELCOME AND ESCORTED GUESTS TO THE RECEPTION DESK FOR CHECK IN. ALSO SAID THAT HE WOULD GET A PORTER TO LOOK AFTER THE LUGGAGE.
4	4	SYLVIA	CHECK IN	DETAILED: HELLO, GOOD AFTERNOON.	DETAILED: FANTASTIC. ENJOY YOUR STAY WITH US...THAT'S OKAY.	MR (SURNAME), FINE, THANK YOU, THERE WE GO.	NO. DID NOT ASK IF WE WOULD LIKE TO MAKE A DINNER RESERVATION IN THE HOTEL RESTAURANT OR PROVIDE ANY INDUCEMENTS FOR THE RESTAURANT OR BAR (NO DISCOUNT VOUCHERS).  YES. OFFERED A REFRESHMENT OF ORANGE JUICE.
5	5	ANDREW	HOTEL LOBBY & ROOM 1510. PORTER WHO ACCOMPANIED GUESTS TO ROOM WITH LUGGAGE.	FAILED GREETING: HOW ARE YOU TODAY? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A QUESTION).	DETAILED: THAT'S OKAY... ENJOY YOUR STAY...YOU'RE WELCOME.	LOVELY, OKAY, HAVE YOU STAYED WITH US BEFORE?	NO. DID NOT ASK IF HE COULD MAKE A BOOKING IN THE RESTAURANT (DID HOWEVER PROVIDE INFORMATION REGARDING THE HOTEL'S RESTAURANT AND DAY SPA).  YES. GAVE A DETAILED EXPLANATION OF THE ROOM'S FEATURES AND THE HOTEL'S FACILITIES.

**EXAMPLE HOTEL  
STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 2**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
6	6	MARION	ROOM 1510. DELIVERED CLUB ROOM COMPLIMENTARY BEAUTY PRODUCTS.	BASIC: HI.	BASIC: THANK YOU.	YEP, IS THERE ANYTHING ELSE I CAN GET YOU SIR?, OKAY, EXCELLENT.	NO.
							YES. ASKED, "IS THERE ANYTHING ELSE I CAN GET YOU SIR?"
7	7	BRUCE	CONCIERGE DESK. REQUESTED CAR TO BE BROUGHT AROUND.	BASIC: HI.	FAILED PARTING STATEMENT: WON'T BE A MOMENT. (THIS IS NOT ACCEPTED AS A PARTING STATEMENT UNDER OUR PRAISE® RATING SYSTEM).	GOOD, CERTAINLY, SIR.	NO.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD ASSIST WITH.
8	5	ANDREW	HOTEL LOBBY. PORTER WHO INFORMED GUEST THAT THEIR CAR HAD ARRIVED AND WAS OUTSIDE.	FAILED GREETING: YOUR CARS OUTSIDE SIR. (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT).	BASIC: YOU'RE WELCOME.	-	NO.
							NO.
9	3	GARY	HOTEL LOBBY. ASKED IF I NEEDED A HAND WITH ANYTHING WHILE WAITING FOR CAR TO BE DELIVERED FROM VALET PARKING.	DETAILED: GOOD AFTERNOON SIR.	BASIC: YOU'RE WELCOME.	DO YOU NEED A HAND WITH ANYTHING?, OKAY, PERFECT.	NO.
							YES. ASKED, "DO YOU NEED A HAND WITH ANYTHING?"
10	2	TIMOTHY	HOTEL SET DOWN AREA. GAVE GUESTS THEIR CAR KEYS.	DETAILED: GOOD AFTERNOON SIR.	BASIC: YOU'RE WELCOME.	MR (SURNAME), THANK YOU, ABSOLUTELY.	NO.
							NO. DID NOT ASK IF GUEST NEEDED HELP WITH DIRECTIONS.

**EXAMPLE HOTEL  
STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 3**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
11	8	SIMON	HOTEL SET DOWN AREA. RETURNED CAR FOR VALET PARKING.	FAILED GREETING: CHECKING IN ARE WE MADAM? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A QUESTION).	DETAILED: HAVE A GOOD NIGHT SIR.	YOU'RE WELCOME, MR (SURNAME), NO WORRIES.	NO.
							YES. APPROACHED CAR AND OPENED DOOR FOR GUEST.
12	9	NATALIE	CLUB LOUNGE. DRINKS & CANAPES. ATTENDANT 2 TABLE VISITS.	BASIC: HI.	BASIC: THANK YOU... SEE YOU LATER.	GOOD THANKS, YOU'RE WELCOME, EXCUSE ME, OKAY.	NO.
							YES. GAVE US A VERY COMPREHENSIVE EXPLANATION OF WHAT WAS AVAILABLE AND SHOWED US WHERE EVERYTHING WAS.
13	10	TOMIKO	ROOM 1510. BED TURN DOWN SERVICE.	DETAILED: HELLO, GOOD EVENING.	DETAILED: OKAY, HAVE A GOOD EVENING...GOOD EVENING.	OKAY, WOULD YOU LIKE YOUR GOWNS LAID OUT ON THE BED?, YES, BEAUTIFUL, WHERE DO YOU COME FROM?, IT'S A PLEASURE, HOW LONG ARE YOU HERE FOR?	NO.
							YES. TELEPHONED TO REPORT A BEDSIDE LAMP THAT WAS NOT WORKING (UNREQUESTED).
14	11	MARINA	HOTEL RESTAURANT. ENQUIRED ABOUT BUFFET AVAILABILITY.	FAILED GREETING: HOW ARE YOU THIS EVENING? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A QUESTION).	DETAILED: FINE. WE'LL SEE YOU AT EIGHT THIRTY...ENJOY YOUR EVENING.	GOOD THANKS, UM, I DON'T.	YES. SUGGESTED A DRINK IN THE BAR.
							NO. THERE WERE A NUMBER OF EMPTY TABLES IN VIEW OF THE RESTAURANT'S RECEPTION DESK BUT GUESTS COULD NOT BE ACCOMMODATED UNTIL 08:30 PM (A DELAY OF 45 MINUTES).
15	12	ASHLEIGH	BAR. DRINKS. TABLE WAITRESS 2 TABLE VISITS.	BASIC: HELLO. HOW ARE YOU GOING?	DETAILED: ENJOY YOUR EVENING.	YEAH, SURE.	NO. DID NOT ASK IF WE WOULD LIKE ANYMORE DRINKS.
							NO. DID NOT PROVIDE ANY COMPLIMENTARY BAR SNACKS.

**EXAMPLE HOTEL**  
**STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 4**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
16	11	MARINA	HOTEL RESTAURANT BUFFET DINNER. RESTAURANT RECEPTION DESK ATTENDANT.	BASIC: HELLO. HOW ARE YOU GOING? (ON ARRIVAL AT 08:30 PM).	DETAILED: THANK YOU. HAVE A GOOD EVENING. (ON DEPARTURE AT 10:10 PM).	ALRIGHT, ENJOY YOUR DINNER.	NO. DID NOT INFORM GUESTS OF THE AVAILABILITY OF THE WINE BUFFET. NO. DID NOT INFORM GUESTS OF THE COST OF THE BUFFET.
17	13	MEGAN	HOTEL RESTAURANT. ESCORTED US TO OUR TABLE AND PROVIDED A DETAILED EXPLANATION & TOUR OF THE BUFFET.	FAILED GREETING: COME THROUGH. (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT).	DETAILED: ENJOY YOUR NIGHT... YOU'RE WELCOME.	ALRIGHT, OKAY.	NO. DID NOT INFORM GUESTS OF THE AVAILABILITY OF THE WINE BUFFET. YES. GAVE A VERY COMPREHENSIVE TOUR & EXPLANATION OF WHAT WAS AVAILABLE ON THE BUFFET WITH THE EXCEPTION OF THE WINE BUFFET.
18	14	CHARLOTTE	HOTEL RESTAURANT. TABLE WAITRESS 13 TABLE VISITS.	DETAILED: GOOD EVENING. (ON ARRIVAL AT 08:33 PM).	DETAILED: THANK YOU VERY MUCH...THANK YOU...SEE YOU NEXT TIME. (ON DEPARTURE AT 10:10 PM).	GOOD, YOU'RE WELCOME, ARE YOU ENJOYING THE BUFFET?, WOULD YOU ... ?	YES. ASKED IF WE WOULD LIKE TO ORDER MORE DRINKS. YES. RECOMMENDED THE CHOCOLATE DESSERT & ASKED IF WE WOULD LIKE TEA/ COFFEE. ALSO ASKED IF WE WOULD LIKE ANYMORE TEA/ COFFEE.
19	15	YUAN	HOTEL RESTAURANT. CHEF.	BASIC: HELLO. HOW ARE YOU SIR?	BASIC: YOU'RE WELCOME.	GOOD THANKS, WHAT WOULD YOU LIKE?	NO. COULD HAVE RECOMMENDED THE WINE BUFFET OR A PARTICULAR WINE THAT WOULD COMPLEMENT THE STIR-FRY. NO. DID NOT ASK IF THERE WAS ANYTHING ELSE HE COULD DO.
20	16	SONYA	ROOM 1510. KNOCKED ON ROOM DOOR. ASKED TO SERVICE THE ROOM.	DETAILED: GOOD MORNING.	BASIC: THANK YOU.	THAT'S FINE.	NO. NO. KNOCKED ON ROOM DOOR AT 08:30 AM TO ASK IF SHE COULD SERVICE THE ROOM (GUESTS SHOULD NOT BE DISTURBED BEFORE 09:00 AM UNLESS THERE IS A "PLEASE MAKE UP MY ROOM" NOTICE ON THE DOOR).

**EXAMPLE HOTEL  
STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 5**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
21	17	SALLY	HOTEL RESTAURANT. BUFFET & A LA CARTE BREAKFAST. RESTAURANT RECEPTION DESK. MEET & GREET AND ON LEAVING RESTAURANT.	DETAILED: GOOD MORNING. HOW ARE YOU? (ON ARRIVAL AT 08:40 AM).	DETAILED: NICE AND EASY. THANK YOU. HAVE A GOOD DAY. (ON DEPARTURE AT 09:39 AM).	GOOD THANK YOU, WE SURE DO.	NO.
							NO.
22	18	MIKE	HOTEL RESTAURANT. BUFFET & A LA CARTE BREAKFAST. TABLE WAITER 1 TABLE VISIT (ESCORTED GUESTS TO TABLE).	DETAILED: GOOD MORNING...HOW ARE YOU?	BASIC: THANK YOU.	YOU'RE WELCOME.	NO.
							YES. ASKED FOR OUR PREFERENCE ON WHERE WE WOULD LIKE TO SIT.
23	19	MICHELLE	HOTEL RESTAURANT. BUFFET & A LA CARTE BREAKFAST. TABLE WAITRESS 3 TABLE VISIT.	DETAILED: GOOD MORNING. (ON ARRIVAL AT 08:48 AM).	BASIC: ENJOY. (ON DEPARTURE AT 09:20 AM).	THANK YOU, EXCUSE ME SIR, YOU'RE WELCOME.	NO.
							YES. ASKED, "IS THERE ANYTHING ELSE I CAN DO FOR YOU?" (I ASKED FOR SOME MORE COFFEE AND SHE ASKED IF I WOULD LIKE A FRESH (CLEAN) CUP.
24	20	EMMA	HOTEL RESTAURANT. BUFFET & A LA CARTE BREAKFAST. TABLE WAITRESS 4 TABLE VISIT.	DETAILED: GOOD MORNING. (ON ARRIVAL AT 08:49 AM).	DETAILED: THANK YOU VERY MUCH. HAVE A NICE DAY. (ON DEPARTURE AT 09:39 AM).	YOU'RE WELCOME, EXCUSE ME MA'AM, WOULD YOU ... ?, ENJOY YOUR MEAL.	NO.
							YES. ASKED GUEST IF THEY WOULD LIKE SOME GROUND PEPPER.
25	21	UNKNOWN MALE	HOTEL RESTAURANT. BUFFET BREAKFAST. CHEF.	DETAILED: GOOD MORNING SIR.	DETAILED: THANK YOU VERY MUCH. ENJOY YOUR DAY SIR.	WON'T BE LONG, YOU'RE WELCOME.	NO.
							NO.

**EXAMPLE HOTEL  
STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 6**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
26	22	SUSAN	HOTEL CAFE. ORDERED DRINKS AND A SNACK.	FAILED GREETING: YES...I CAN TAKE THAT FOR YOU (ON ARRIVAL AT 12:09 PM). (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT).	FAILED PARTING STATEMENT: YEAH SURE (ON DEPARTURE AT 12:25 PM). (THIS IS NOT ACCEPTED AS A PARTING STATEMENT UNDER OUR PRAISE® RATING SYSTEM).	YES I CAN, OKAY.	NO. DID NOT ASK IF THERE WAS ANYTHING ELSE WE WOULD LIKE TO ORDER.
							NO.
27	23	JODIE	HOTEL CAFE. WAITRESS 3 TABLE VISITS.	FAILED GREETING: BANANA SMOOTHIE? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A QUESTION).	BASIC: THANK YOU.	THANK YOU.	NO.
							NO.
28	24	UNKNOWN FEMALE	HOTEL CAFE. STAFF MEMBER WHO ASKED, "HOW WAS THE FOOD?" (AS WE WERE LEAVING).	FAILED GREETING: HOW WAS THE FOOD? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A QUESTION).	DETAILED: ENJOY THE REST OF YOUR DAY.	-	NO.
							NO.
29	25	KAREN	ROOM 1510. TELEPHONED GUEST SERVICES TO ENQUIRE ABOUT BUSINESS CENTRE LOCATION & ACCESS.	FAILED GREETING: GUEST SERVICES KAREN SPEAKING. HOW MAY I HELP YOU? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT FOLLOWED BY A QUESTION).	DETAILED: THANK YOU SO MUCH...THANK YOU. BYE BYE.	HOW CAN I HELP YOU?, THANK YOU.	NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD ASSIST WITH.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD ASSIST WITH.
30	26	JENNY	BUSINESS CENTRE. ASKED TO USE THE INTERNET TO CHECK E-MAILS.	BASIC: HI. HOW ARE YOU GOING?	BASIC: THANK YOU. SEE YOU LATER, BYE.	FINE, YEAH, GOOD, HOW'S YOUR DAY BEEN?, I DON'T KNOW, OKAY, YOUR LUCKY DAY.	NO. DOWN SOLD. DID NOT KNOW HOW TO CHARGE GUEST ROOM ACCOUNT FOR THE USE OF THE INTERNET. DID NOT CHARGE.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD ASSIST WITH.

**EXAMPLE HOTEL**  
**STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 7**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
31	27	KIRSTY	BAR. HIGH TEA. TABLE WAITRESS 4 TABLE VISITS.	DETAILED: GOOD AFTERNOON. HOW ARE YOU?	DETAILED: THANK YOU VERY MUCH. ENJOY THE REST OF YOUR DAY.	WHAT CAN I GET FOR YOU?, SORRY, YES SURE, PERFECT.	NO. DID NOT ASK IF WE WOULD LIKE ANYTHING ELSE.
							NO.
32	28	UNKNOWN FEMALE	DAY SPA. WE ASKED IF WE COULD HAVE A LOOK AROUND.	BASIC: HI. HOW ARE YOU?	DETAILED: ENJOY THE REST OF YOUR DAY.	OF COURSE THERE IS, MY PLEASURE.	NO.
							YES. ARRANGED FOR US TO BE GIVEN A TOUR OF THE DAY SPA.
33	29	UNKNOWN FEMALE	DAY SPA. GAVE US A TOUR OF THE FACILITY.	FAILED GREETING: HOW YOU GOING? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A QUESTION).	DETAILED: YOU'RE VERY WELCOME...YOU'RE VERY WELCOME.	OKAY, YEAH, THAT'S PRETTY MUCH IT.	NO. DID NOT ASK IF WE WOULD LIKE TO BOOK ANY OF THE SERVICES OR TREATMENTS.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD ASSIST WITH.
34	30	ROSE	ROOM 1510. HOUSEKEEPING BED TURN DOWN SERVICE.	BASIC: HELLO.	DETAILED: THAT'S ALRIGHT. HAVE A LOVELY NIGHT...THAT'S OKAY.	DO YOU WANT ... ?, ARE YOU RIGHT ... ?, YOU SURE?	NO.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE WE NEEDED.
35	31	MELANIE	ROOM 1510. TELEPHONED GUEST SERVICES TO REQUEST THE PRESSING OF TWO GARMENTS.	FAILED GREETING: GUEST SERVICES. THIS IS MELANIE. HOW MAY I HELP YOU? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT FOLLOWED BY A QUESTION).	BASIC: THANK YOU.	OKAY, DID YOU ... ?, I'LL CALL YOU BACK SIR.	NO.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE HE COULD ASSIST WITH.

**EXAMPLE HOTEL  
STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 8**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
36	31	MELANIE	ROOM 1510. CALL RECEIVED FROM GUEST SERVICES REGARDING GARMENT PRESSING.	FAILED GREETING: YES MR (SURNAME). IT'S MELANIE FROM GUEST SERVICES. (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT).	BASIC: THANK YOU.	LOVELY.	NO. DID NOT ASK IF HE COULD MAKE A BOOKING IN THE HOTEL'S RESTAURANT.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE HE COULD ASSIST WITH.
37	32	EDUARDO	ROOM 1510. STAFF MEMBER WHO PICKED UP GARMENTS FOR PRESSING.	DETAILED: GOOD EVENING. HOW ARE YOU?	FAILED PARTING STATEMENT: ALRIGHT. SEE YOU IN A LITTLE BIT. (THIS IS NOT ACCEPTED AS A PARTING STATEMENT UNDER OUR PRAISE® RATING SYSTEM).	GOOD, DO YOU ... ?, YEP, ALRIGHT, THAT'S ALRIGHT.	NO.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE HE COULD DO.
38	32	EDUARDO	ROOM 1510. STAFF MEMBER WHO RETURNED GARMENTS AFTER PRESSING.	BASIC: HELLO.	DETAILED: GOOD NIGHT.	GLAD YOU THINK SO.	NO.
							NO. HANDED GARMENTS OVER AT THE DOOR. DID NOT ASK IF WE WOULD LIKE THEM PLACED IN THE WARDROBE.
39	31	MELANIE	ROOM 1510. TELEPHONED GUEST SERVICES TO ORDER ROOM SERVICE.	FAILED GREETING: GUEST SERVICES. THIS IS MELANIE. HOW MAY I HELP YOU? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT FOLLOWED BY A QUESTION).	BASIC: YOU'RE WELCOME...BYE BYE.	CERTAINLY, MISS (SURNAME), THANK YOU, YES, SURE, THAT THE LOT?	NO. DID NOT RECOMMEND A WINE TO GO WITH OUR MEAL OR ASK IF WE WOULD LIKE TO ORDER SOME WINE.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD ASSIST WITH.
40	33	LIBBIE	ROOM 1510. ROOM SERVICE ORDER DELIVERED.	DETAILED: GOOD EVENING.	DETAILED: HAVE A LOVELY EVENING...YOU'RE WELCOME...THANK YOU, SEE YA.	MAY I, HELLO, HOW ARE YOU?, GREAT, WOULD YOU ... ? YEAH, YOU'RE WELCOME, OKAY, THANK YOU.	NO. DID NOT ASK IF THERE WAS ANYTHING ELSE WE WOULD LIKE TO ORDER.
							YES. ASKED IF WE WOULD LIKE HER TO POP UP THE SIDES OF THE TROLLEY SO THAT IT COULD BE USED AS A TABLE.

**EXAMPLE HOTEL**  
**STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 9**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
41	31	MELANIE	ROOM 1510. TELEPHONED GUEST SERVICES TO ADVISE ROOM SERVICE TROLLEY HAD BEEN PLACED OUTSIDE ROOM FOR COLLECTION.	FAILED GREETING: GUEST SERVICES. THIS IS MELANIE. HOW MAY I HELP YOU? (THIS IS NOT ACCEPTED AS A GREETING UNDER OUR PRAISE® RATING SYSTEM. IT IS A STATEMENT FOLLOWED BY A QUESTION).	DETAILED: HAVE A GREAT NIGHT. BYE BYE.	AH LOVELY, MISS (SURNAME).	NO. DID NOT ASK IF WE WOULD LIKE TO ORDER A NIGHTCAP.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE HE COULD ASSIST WITH.
42	34	JOSEPHINE	ROOM 1510 TELEPHONE. CALLED GUEST SERVICES TO BOOK A WAKE UP CALL FOR 06:15 AM THE NEXT MORNING.	DETAILED: GOOD EVENING FRONT DESK. THIS IS JOSEPHINE.	DETAILED: THANK YOU VERY MUCH, GOOD NIGHT.	YES IT IS, CERTAINLY, MR (SURNAME), YOU CERTAINLY MAY.	NO. DID NOT SUGGEST A NIGHTCAP BEFORE RETIRING.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD DO.
43	35	OLIVIA	ROOM 1510. ROOM SERVICE BREAKFAST DELIVERED.	DETAILED: GOOD MORNING. HOW ARE YOU?	DETAILED: THANK YOU. HAVE A NICE DAY.	GOOD THANK YOU, WHERE WOULD YOU LIKE IT?, OKAY, OH, ALRIGHT.	NO.
							NO. DID NOT ASK IF THERE WAS ANYTHING ELSE SHE COULD GET FOR US. DID NOT ASK IF WE WOULD LIKE THE SIDES OF THE TROLLEY PUT UP.
44	36	RACHEL	CLUB LOUNGE. BREAKFAST. ATTENDANT/TABLE WAITRESS 2 TABLE VISIT.	DETAILED: GOOD MORNING. HOW ARE YOU?	DETAILED: THANK YOU. ENJOY THE REST OF YOUR DAY...SEE YOU LATER.	YEP, THAT'S ALRIGHT, IT'S AMAZING, THANK YOU, YEAH.	NO.
							YES. PROVIDED GUESTS WITH INFORMATION ON WHAT WAS AVAILABLE AND WHERE (UNREQUESTED).
45	37	UNKNOWN MALE	CLUB LOUNGE. CHEF.	DETAILED: GOOD MORNING. HOW ARE YOU GOING?	NO PARTING STATEMENT.	GOOD, PRETTY GOOD.	NO.
							NO.

**EXAMPLE HOTEL**  
**STAFF TABLE 1 STAFF INTERACTION DETAILS - PAGE 10**

INTERACTION No:	STAFF MEMBER No:	STAFF MEMBER NAME	PARTICULARS	GREETING (DETAILED BASIC OR NONE)	PARTING STATEMENT (DETAILED BASIC OR NONE)	OTHER TERMS USED	UP SELLING
							UP SERVICING
46	38	SCOTT	ROOM 1510 TELEPHONE. CALLED GUEST SERVICES TO REQUEST A PORTER TO PICK UP LUGGAGE FROM OUR ROOM.	DETAILED: GOOD MORNING. GUEST SERVICES. THIS IS SCOTT. HOW MAY I HELP?	BASIC: BYE.	YES, ABSOLUTELY FINE, CERTAINLY.	NO. NO. DID NOT ASK IF WE WOULD LIKE OUR CAR BROUGHT AROUND OR IF WE NEEDED A TAXI OR HELP WITH TRANSPORT.
47	8	SIMON	ROOM 1510 10:45 AM PORTER WHO PICKED UP LUGGAGE FROM ROOM & 11:05 AM HOTEL SET DOWN AREA ON OUR DEPARTURE.	DETAILED: G'DAY (ROOM 1510 AT 10:45 AM).	FAILED PARTING STATEMENT: NO WORRIES SIR (ROOM 1510 AT 10:45 AM). SEE YOU LATER (HOTEL SET DOWN AREA AT 11:05 AM). (THESE ARE NOT ACCEPTED AS PARTING STATEMENTS UNDER OUR PRAISE® RATING SYSTEM).	GOOD THANKS, OKAY, SIR, I CAN, MY PLEASURE, NO WORRIES SIR.	NO. YES. ASKED IF TRANSPORT WAS ORGANISED. ALSO, UPON LEAVING THE HOTEL, OUR LUGGAGE HAD BEEN PLACED IN OUR CAR READY FOR OUR DEPARTURE. NO POINTS AWARDED BECAUSE HE FAILED MET EXPECTATIONS (REFER STAFF TABLE 2).
48	39	MARY-ANNE	CHECK OUT	DETAILED: GOOD MORNING... HOW ARE YOU?	DETAILED: THANK YOU VERY MUCH. HAVE A GREAT DAY.	GOOD THANK YOU, IS THAT CORRECT?, THERE YOU GO.	NO. DOWN SOLD BY REMOVING A \$60 CHARGE FOR BREAKFAST IN THE HOTEL RESTAURANT FROM OUR ACCOUNT, UNREQUESTED (THE CHARGE WAS CORRECT AS OUR PACKAGE ONLY INCLUDED BREAKFAST IN THE CLUB LOUNGE AND NOT IN THE HOTEL RESTAURANT).  YES. ASKED IF WE NEEDED OUR CAR BROUGHT AROUND OR IF WE NEEDED HELP WITH A TAXI.
49	40	DANIEL	CONCIERGE DESK. WE ASKED FOR DIRECTIONS TO THE AIRPORT.	BASIC: HI.	FAILED PARTING STATEMENT: THAT'S NO PROBLEM. (THIS IS NOT ACCEPTED AS A PARTING STATEMENT UNDER OUR PRAISE® RATING SYSTEM).	GOOD, UM, OKAY.	NO. NO. DID NOT OFFER US A MAP (WE HAD TO ASK FOR ONE).
50	41	JOSH	HOTEL SET DOWN AREA. GAVE US OUR CAR KEYS ON DEPARTURE.	DETAILED: GOOD MORNING SIR.	BASIC: THANK YOU.	YES SIR, GOOD THANK YOU, SIR, OKAY.	NO. YES. SAID, "ALL YOUR LUGGAGE IN THE BOOT READY TO GO." (DID NOT HOWEVER WALK US TO OUR CAR AND OPEN DOORS OR THANK US FOR STAYING OR INVITE US TO STAY AGAIN).

**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 1**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	1	INT No.	2	INT No.	3	INT No.	4
	SM No.	1	SM No.	2	SM No.	3	SM No.	4
	NAME	HELEN	NAME	TIMOTHY	NAME	GARY	NAME	SYLVIA
GREETING	✓	-	✓	-	✓	-	✓	-
PARTING STATEMENT	✓	-	✓	-	✓	-	✓	-
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✓	-	✓	-	✓	-	✓	-
EFFICIENT	✗	NO DID NOT ASK FOR NUMBER OF GUESTS. FAILED TO ASK IF WE WANTED A SMOKING OR NON-SMOKING ROOM OR PROVIDE AN EXPLANATION OF THE HOTEL'S SMOKING POLICY UNREQUESTED.	✓	-	✓	-	✓	-
PROFESSIONAL	✗	NO. FAILED EFFICIENT.	✓	-	✓	-	✓	-
PRODUCT KNOWLEDGE	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SELL.	✓	-	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.
APPEARANCE	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.	✓	-	✓	-	✓	-
MET EXPECTATIONS	✗	NO. FAILED EFFICIENT AND PROFESSIONAL.	✓	-	✓	-	✓	-
EXCEEDED EXPECTATIONS	✗	NO. DID UP SELL BUT FAILED MET EXPECTATIONS.	✓	-	✓	-	✓	-

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.

**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 2**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	5	INT No.	6	INT No.	7	INT No.	8
	SM No.	5	SM No.	6	SM No.	7	SM No.	5
	NAME	ANDREW	NAME	MARION	NAME	BRUCE	NAME	ANDREW
GREETING	✗	FAILED GREETING.	✓	BASIC GREETING ONLY.	✓	BASIC GREETING ONLY.	✗	FAILED GREETING.
PARTING STATEMENT	✓	-	✓	BASIC PARTING STATEMENT ONLY.	✗	FAILED PARTING STATEMENT.	✓	BASIC PARTING STATEMENT ONLY.
FRIENDLY	✓	-	✓	-	✓	-	✗	NO. FAILED TO DEMONSTRATE A WELCOMING TONE OF VOICE. FAILED 5 ADDITIONAL CRITERIA.
POLITE	✓	-	✓	-	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 1 ADDITIONAL CRITERIA.	✓	-
EFFICIENT	✓	-	✓	-	✓	-	✓	-
PROFESSIONAL	✗	NO. FAILED GREETING.	✓	-	✗	NO. FAILED PARTING STATEMENT AND POLITE.	✗	NO. FAILED GREETING.
PRODUCT KNOWLEDGE	✓	-	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.
APPEARANCE	✓	-	✓	-	✓	-	✓	-
MET EXPECTATIONS	✓	-	✓	-	✗	NO. FAILED PARTING STATEMENT, POLITE AND PROFESSIONAL.	✗	NO. FAILED GREETING, FRIENDLY AND PROFESSIONAL.
EXCEEDED EXPECTATIONS	✓	-	✓	-	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.



**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 3**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	9	INT No.	10	INT No.	11	INT No.	12
	SM No.	3	SM No.	2	SM No.	8	SM No.	9
	NAME	GARY	NAME	TIMOTHY	NAME	SIMON	NAME	NATALIE
GREETING	✓	-	✓	-	✗	FAILED GREETING.	✓	BASIC GREETING ONLY.
PARTING STATEMENT	✓	BASIC PARTING STATEMENT ONLY.	✓	BASIC PARTING STATEMENT ONLY.	✓	-	✓	BASIC PARTING STATEMENT ONLY.
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✓	-	✓	-	✓	-	✓	-
EFFICIENT	✓	-	✓	-	✓	-	✓	-
PROFESSIONAL	✓	-	✓	-	✗	NO. FAILED GREETING.	✓	-
PRODUCT KNOWLEDGE	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.	✓	-
APPEARANCE	✓	-	✓	-	✓	-	✓	-
MET EXPECTATIONS	✓	-	✓	-	✓	-	✓	-
EXCEEDED EXPECTATIONS	✓	-	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✓	-	✓	-

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.



**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 4**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	13	INT No.	14	INT No.	15	INT No.	16
	SM No.	10	SM No.	11	SM No.	12	SM No.	11
	NAME	TOMIKO	NAME	MARINA	NAME	ASHLEIGH	NAME	MARINA
GREETING	✓	-	✗	FAILED GREETING.	✓	BASIC GREETING ONLY.	✓	BASIC GREETING ONLY.
PARTING STATEMENT	✓	-	✓	-	✓	-	✓	-
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✓	-	✓	-	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 2 ADDITIONAL CRITERIA.	✓	-
EFFICIENT	✓	-	✓	-	✓	-	✓	-
PROFESSIONAL	✓	-	✗	NO. FAILED GREETING.	✗	NO. FAILED POLITE.	✓	-
PRODUCT KNOWLEDGE	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SELL.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.
APPEARANCE	✓	-	✓	-	✓	-	✓	-
MET EXPECTATIONS	✓	-	✓	-	✗	NO. FAILED POLITE AND PROFESSIONAL.	✓	-
EXCEEDED EXPECTATIONS	✓	-	✓	-	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED TO UP SERVICE OR UP SELL.

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.

**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 5**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	17	INT No.	18	INT No.	19	INT No.	20
	SM No.	13	SM No.	14	SM No.	15	SM No.	16
	NAME	MEGAN	NAME	CHARLOTTE	NAME	YUAN	NAME	SONYA
GREETING	✗	FAILED GREETING.	✓	-	✓	BASIC GREETING ONLY.	✓	-
PARTING STATEMENT	✓	-	✓	-	✓	BASIC PARTING STATEMENT ONLY.	✓	BASIC PARTING STATEMENT ONLY.
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✓	-	✓	-	✓	-	✓	-
EFFICIENT	✓	-	✓	-	✓	-	✗	NO. KNOCKED ON ROOM DOOR BEFORE 09:00 AM TO ASK IF THEY COULD SERVICE THE ROOM.
PROFESSIONAL	✗	NO. FAILED GREETING.	✓	-	✓	-	✗	NO. FAILED EFFICIENT.
PRODUCT KNOWLEDGE	✓	-	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SELL AND UP SERVICE.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.
APPEARANCE	✓	-	✓	-	✓	-	✓	-
MET EXPECTATIONS	✓	-	✓	-	✓	-	✗	NO. FAILED EFFICIENT AND PROFESSIONAL.
EXCEEDED EXPECTATIONS	✓	-	✓	-	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.



**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 6**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	21	INT No.	22	INT No.	23	INT No.	24
	SM No.	17	SM No.	18	SM No.	19	SM No.	20
	NAME	SALLY	NAME	MIKE	NAME	MICHELLE	NAME	EMMA
GREETING	✓	-	✓	-	✓	-	✓	-
PARTING STATEMENT	✓	-	✓	BASIC PARTING STATEMENT ONLY.	✓	BASIC PARTING STATEMENT ONLY.	✓	-
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✓	-	✓	-	✓	-	✓	-
EFFICIENT	✓	-	✓	-	✓	-	✓	-
PROFESSIONAL	✓	-	✓	-	✓	-	✓	-
PRODUCT KNOWLEDGE	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.
APPEARANCE	✓	-	✓	-	✓	-	✓	-
MET EXPECTATIONS	✓	-	✓	-	✓	-	✓	-
EXCEEDED EXPECTATIONS	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✓	-	✓	-	✓	-



NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.

**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 7**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	25	INT No.	26	INT No.	27	INT No.	28
	SM No.	21	SM No.	22	SM No.	23	SM No.	24
	NAME	UNKNOWN MALE	NAME	SUSAN	NAME	JODIE	NAME	UNKNOWN FEMALE
GREETING	✓	-	✗	FAILED GREETING.	✗	FAILED GREETING.	✗	FAILED GREETING.
PARTING STATEMENT	✓	-	✗	FAILED PARTING STATEMENT.	✓	BASIC PARTING STATEMENT ONLY.	✓	-
FRIENDLY	✓	-	✓	-	✗	NO. FAILED TO DEMONSTRATE A WELCOMING TONE OF VOICE. FAILED TO DEMONSTRATE A CHEERFUL PLEASANT MANNER OR POSITIVE ATTITUDE OR SHOW ENTHUSIASM. FAILED 4 ADDITIONAL CRITERIA.	✓	-
POLITE	✓	-	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 2 ADDITIONAL CRITERIA.	✓	-	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 2 ADDITIONAL CRITERIA.
EFFICIENT	✓	-	✗	NO. TABLE SERVICE WAS NOT PROVIDED WITHIN 10 MINUTES OF SEATING.	✗	NO. ORDER WAS INCORRECT OR INCOMPLETE.	✓	-
PROFESSIONAL	✗	NO. FAILED APPEARANCE (UNIFORM).	✗	NO. FAILED GREETING, PARTING STATEMENT, POLITE AND EFFICIENT.	✗	NO. FAILED GREETING AND EFFICIENT.	✗	NO. FAILED GREETING, POLITE AND APPEARANCE (UNIFORM).
PRODUCT KNOWLEDGE	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✗	NO POINTS AWARDED. INCORRECT BEVERAGE SUPPLIED.	✗	NO POINTS AWARDED. INCORRECT BEVERAGE SUPPLIED.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.
APPEARANCE	✓	PART POINTS ONLY. NOT WEARING A NAME TAG (FAILED UNIFORM).	✓	-	✓	-	✓	PART POINTS ONLY. NOT WEARING A NAME TAG (FAILED UNIFORM).
MET EXPECTATIONS	✓	-	✗	NO. FAILED GREETING, PARTING STATEMENT, POLITE, EFFICIENT AND PROFESSIONAL.	✗	NO. FAILED GREETING, FRIENDLY, EFFICIENT AND PROFESSIONAL.	✗	NO. FAILED GREETING, POLITE AND PROFESSIONAL.
EXCEEDED EXPECTATIONS	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.

**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 8**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	29	INT No.	30	INT No.	31	INT No.	32
	SM No.	25	SM No.	26	SM No.	27	SM No.	28
	NAME	KAREN	NAME	JENNY	NAME	KIRSTY	NAME	UNKNOWN FEMALE
GREETING	✗	FAILED GREETING.	✓	BASIC GREETING ONLY.	✓	-	✓	BASIC GREETING ONLY.
PARTING STATEMENT	✓	-	✓	BASIC PARTING STATEMENT ONLY.	✓	-	✓	-
FRIENDLY	✓	-	✓	-	✗	NO. FAILED TO DEMONSTRATE A CHEERFUL PLEASANT MANNER OR POSITIVE ATTITUDE OR SHOW ENTHUSIASM. FAILED 3 ADDITIONAL CRITERIA.	✓	-
POLITE	✓	-	✓	-	✓	-	✓	-
EFFICIENT	✓	-	✗	NO. DID NOT CHARGE FOR THE USE OF THE INTERNET. SAID THAT SHE DID NOT KNOW HOW TO CHARGE IT.	✗	NO. TABLE WAS NOT CLEAN.	✓	-
PROFESSIONAL	✗	NO. FAILED GREETING.	✗	NO. FAILED EFFICIENT.	✗	NO. FAILED EFFICIENT.	✗	NO. FAILED APPEARANCE (UNIFORM).
PRODUCT KNOWLEDGE	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✗	NO POINTS AWARDED BECAUSE SHE DID NOT KNOW HOW TO CHARGE THE USE OF THE INTERNET TO THE GUEST'S ROOM ACCOUNT.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.
APPEARANCE	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.	✓	-	✓	-	✓	PART POINTS ONLY. NOT WEARING A NAME TAG (FAILED UNIFORM).
MET EXPECTATIONS	✓	-	✗	NO. FAILED EFFICIENT AND PROFESSIONAL.	✗	NO. FAILED FRIENDLY, EFFICIENT AND PROFESSIONAL.	✓	-
EXCEEDED EXPECTATIONS	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✓	-

**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 9**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	33	INT No.	34	INT No.	35	INT No.	36
	SM No.	29	SM No.	30	SM No.	31	SM No.	31
	NAME	UNKNOWN FEMALE	NAME	ROSE	NAME	MELANIE	NAME	MELANIE
GREETING	✗	FAILED GREETING.	✓	BASIC GREETING ONLY.	✗	FAILED GREETING.	✗	FAILED GREETING.
PARTING STATEMENT	✓	-	✓	-	✓	BASIC PARTING STATEMENT ONLY.	✓	BASIC PARTING STATEMENT ONLY.
FRIENDLY	✓	-	✗	NO. FAILED TO DEMONSTRATE A WELCOMING TONE OF VOICE. FAILED TO DEMONSTRATE A CHEERFUL PLEASANT MANNER OR POSITIVE ATTITUDE OR SHOW ENTHUSIASM. FAILED 4 ADDITIONAL CRITERIA.	✗	NO. FAILED TO DEMONSTRATE A WELCOMING TONE OF VOICE. FAILED TO DEMONSTRATE A CHEERFUL PLEASANT MANNER OR POSITIVE ATTITUDE OR SHOW ENTHUSIASM. FAILED 3 ADDITIONAL CRITERIA.	✗	NO. FAILED TO DEMONSTRATE A WELCOMING TONE OF VOICE. FAILED 3 ADDITIONAL CRITERIA.
POLITE	✓	-	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 2 ADDITIONAL CRITERIA.	✓	-	✓	-
EFFICIENT	✓	-	✓	-	✓	-	✓	-
PROFESSIONAL	✗	NO. FAILED GREETING AND APPEARANCE (UNIFORM).	✗	NO. FAILED POLITE.	✗	NO. FAILED GREETING.	✗	NO. FAILED GREETING.
PRODUCT KNOWLEDGE	✓	-	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.
APPEARANCE	✓	PART POINTS ONLY. NOT WEARING A NAME TAG (FAILED UNIFORM).	✓	-	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.
MET EXPECTATIONS	✓	-	✗	NO. FAILED FRIENDLY, POLITE AND PROFESSIONAL.	✗	NO. FAILED GREETING, FRIENDLY AND PROFESSIONAL.	✗	NO. FAILED GREETING, FRIENDLY AND PROFESSIONAL.
EXCEEDED EXPECTATIONS	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.



**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 10**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	37	INT No.	38	INT No.	39	INT No.	40
	SM No.	32	SM No.	32	SM No.	31	SM No.	33
	NAME	EDUARDO	NAME	EDUARDO	NAME	MELANIE	NAME	LIBBIE
GREETING	✓	-	✓	BASIC GREETING ONLY.	✗	FAILED GREETING.	✓	-
PARTING STATEMENT	✗	FAILED PARTING STATEMENT.	✓	-	✓	BASIC PARTING STATEMENT ONLY.	✓	-
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 2 ADDITIONAL CRITERIA.	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 2 ADDITIONAL CRITERIA.	✓	-	✓	-
EFFICIENT	✓	-	✓	-	✓	-	✓	-
PROFESSIONAL	✗	NO. FAILED PARTING STATEMENT AND POLITE.	✗	NO. FAILED POLITE.	✗	NO. FAILED GREETING.	✓	-
PRODUCT KNOWLEDGE	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	-
APPEARANCE	✓	-	✓	-	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.	✓	-
MET EXPECTATIONS	✗	NO. FAILED PARTING STATEMENT, POLITE AND PROFESSIONAL.	✗	NO. FAILED POLITE AND PROFESSIONAL.	✓	-	✓	-
EXCEEDED EXPECTATIONS	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✓	-

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.



**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 11**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	41	INT No.	42	INT No.	43	INT No.	44
	SM No.	31	SM No.	34	SM No.	35	SM No.	36
	NAME	MELANIE	NAME	JOSEPHINE	NAME	OLIVIA	NAME	RACHEL
GREETING	✗	FAILED GREETING.	✓	-	✓	-	✓	-
PARTING STATEMENT	✓	-	✓	-	✓	-	✓	-
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✓	-	✓	-	✓	-	✓	-
EFFICIENT	✗	NO. ROOM SERVICE TRAY/TROLLEY WAS NOT COLLECTED WITHIN 45 MINUTES OF GUEST REQUESTING ITS COLLECTION.	✓	-	✓	-	✓	-
PROFESSIONAL	✗	NO. FAILED GREETING AND EFFICIENT.	✓	-	✓	-	✓	-
PRODUCT KNOWLEDGE	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	-	✓	-
APPEARANCE	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.	✓	-	✓	-
MET EXPECTATIONS	✗	NO. FAILED GREETING, EFFICIENT AND PROFESSIONAL.	✓	-	✓	-	✓	-
EXCEEDED EXPECTATIONS	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED TO UP SERVICE OR UP SELL.	✓	-

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.

**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 12**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	45	INT No.	46	INT No.	47	INT No.	48
	SM No.	37	SM No.	38	SM No.	8	SM No.	39
	NAME	UNKNOWN MALE	NAME	SCOTT	NAME	SIMON	NAME	MARY-ANNE
GREETING	✓	-	✓	-	✓	-	✓	-
PARTING STATEMENT	✗	NO PARTING STATEMENT.	✓	BASIC PARTING STATEMENT ONLY.	✗	FAILED PARTING STATEMENT.	✓	-
FRIENDLY	✓	-	✓	-	✓	-	✓	-
POLITE	✗	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 1 ADDITIONAL CRITERIA.	✓	-	✓	-	✓	-
EFFICIENT	✓	-	✗	NO. DID NOT ASK IF WE WOULD LIKE OUR CAR BROUGHT AROUND OR IF WE REQUIRED A TAXI OR HELP WITH TRANSPORT.	✓	-	✓	-
PROFESSIONAL	✗	NO. NO PARTING STATEMENT. FAILED POLITE AND APPEARANCE (UNIFORM).	✗	NO. FAILED EFFICIENT.	✗	NO. FAILED PARTING STATEMENT.	✓	-
PRODUCT KNOWLEDGE	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	✓	-	✓	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.
APPEARANCE	✓	PART POINTS ONLY. NOT WEARING A NAME TAG (FAILED UNIFORM).	✓	TELEPHONE INTERACTION. FULL POINTS AWARDED.	✓	-	✓	-
MET EXPECTATIONS	✗	NO. FAILED PARTING STATEMENT, POLITE AND PROFESSIONAL.	✗	NO. FAILED EFFICIENT AND PROFESSIONAL.	✗	NO. FAILED PARTING STATEMENT AND PROFESSIONAL.	✓	-
EXCEEDED EXPECTATIONS	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	✗	NO. DID UP SERVICE BUT FAILED MET EXPECTATIONS.	✓	-

NOTE - ✓ INDICATES FULL POINTS WERE AWARDED  
 ✓ INDICATES PART POINTS WERE AWARDED  
 ✗ INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.



**EXAMPLE HOTEL  
STAFF TABLE 2 SERVICE ANALYSIS PAGE 13**

KEY PERFORMANCE INDICATOR	STAFF IDENTIFICATION DETAILS - ( INTERACTION NUMBER - STAFF MEMBER NUMBER - NAME)							
	INT No.	49	INT No.	50	INT No.		INT No.	
	SM No.	40	SM No.	41	SM No.		SM No.	
	NAME	DANIEL	NAME	JOSH	NAME		NAME	
GREETING	<input checked="" type="checkbox"/>	BASIC GREETING ONLY.	<input checked="" type="checkbox"/>	-				
PARTING STATEMENT	<input checked="" type="checkbox"/>	FAILED PARTING STATEMENT.	<input checked="" type="checkbox"/>	BASIC PARTING STATEMENT ONLY.				
FRIENDLY	<input checked="" type="checkbox"/>	NO. FAILED TO DEMONSTRATE A WELCOMING TONE OF VOICE. FAILED TO DEMONSTRATE A CHEERFUL PLEASANT MANNER OR POSITIVE ATTITUDE OR SHOW ENTHUSIASM. FAILED 4 ADDITIONAL CRITERIA.	<input checked="" type="checkbox"/>	-				
POLITE	<input checked="" type="checkbox"/>	NO. FAILED TO USE POLITE LANGUAGE SUCH AS PLEASE, THANK YOU, YOU'RE WELCOME, EXCUSE ME OR MAY I. FAILED 2 ADDITIONAL CRITERIA.	<input checked="" type="checkbox"/>	-				
EFFICIENT	<input checked="" type="checkbox"/>	-	<input checked="" type="checkbox"/>	-				
PROFESSIONAL	<input checked="" type="checkbox"/>	NO. FAILED PARTING STATEMENT AND POLITE.	<input checked="" type="checkbox"/>	-				
PRODUCT KNOWLEDGE	<input checked="" type="checkbox"/>	BASIC. ONLY DEMONSTRATED OR PROVIDED THE MINIMUM REQUIREMENT TO SUCCESSFULLY COMPLETE THE TASK AT HAND.	<input checked="" type="checkbox"/>	BASIC. DEMONSTRATED THE REQUIRED KNOWLEDGE AND SKILL TO SUCCESSFULLY COMPLETE THE TASK AT HAND. DID UP SERVICE.				
APPEARANCE	<input checked="" type="checkbox"/>	-	<input checked="" type="checkbox"/>	-				
MET EXPECTATIONS	<input checked="" type="checkbox"/>	NO. FAILED PARTING STATEMENT, FRIENDLY, POLITE AND PROFESSIONAL.	<input checked="" type="checkbox"/>	-				
EXCEEDED EXPECTATIONS	<input checked="" type="checkbox"/>	NO. FAILED MET EXPECTATIONS. FAILED TO UP SERVICE OR UP SELL.	<input checked="" type="checkbox"/>	-				

NOTE - GREETING AND PARTING STATEMENT CATEGORY. NO GREETING OR NO PARTING STATEMENT MEANS THAT NONE WERE OFFERED. FAILED GREETING OR FAILED PARTING STATEMENT MEANS THAT WHAT WAS SPOKEN WAS NOT ACCEPTABLE UNDER THE GUIDELINES OF OUR PRAISE® RATING SYSTEM.

NOTE - PROFESSIONAL CATEGORY. MINIMUM REQUIREMENT FOR POINTS TO BE AWARDED FOR THIS CATEGORY IS A BASIC GREETING, BASIC PARTING STATEMENT, POLITE, EFFICIENT AND APPEARANCE IN UNIFORM NEAT & TIDY.

NOTE -  INDICATES FULL POINTS WERE AWARDED  
 INDICATES PART POINTS WERE AWARDED  
 INDICATES NO POINTS WERE AWARDED FOR THE KEY PERFORMANCE INDICATOR.





*Defining The Guest Experience*

**PRAISE<sup>®</sup> RATING SYSTEM**  
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