

Reservation Agent E-fficiency

Broken down by Week

Westin Grand Bohemian

10/05/03 to 10/11/03

Reservation Agent	Rating	Rank	Count	Reservations with		Decline/ None	Previous Period	
				Zip Codes	Emails		Rating	Change
Emmanuel J. Agon	71	1	68	46 (67.6%)	49 (72.0%)	1 / 6	83	-12
Cate Curry	66	2	172	114 (66.2%)	113 (65.6%)	1 / 10	71	-5
Jennifer A. Lefebvre	62	3	7	5 (71.4%)	4 (57.1%)	0 / 0	38	+24
Daniel Jones	59	4	20	19 (95.0%)	8 (40.0%)	0 / 0	21	+38
Sara Nash	56	5	6	6 (100.0%)	2 (33.3%)	0 / 0	0	+56
Katrina Schultz	53	6	12	9 (75.0%)	5 (41.6%)	0 / 0	43	+10
Karisa Crooks	50	7	2	1 (50.0%)	1 (50.0%)	0 / 0	0	+50
Chris Hartman	49	8	15	12 (80.0%)	5 (33.3%)	0 / 0	59	-10
Chuck Hanus	46	9	109	57 (52.2%)	47 (43.1%)	6 / 4	65	-19
Erick Kiggen	34	10	16	14 (87.5%)	1 (6.2%)	0 / 0	27	+7
Edward Martin-smith	21	12	11	5 (45.4%)	1 (9.0%)	0 / 0	40	-19
Lance Winton	17	13	2	1 (50.0%)	0 (0.0%)	0 / 0	56	-39
Steven Milling	17	13	2	1 (50.0%)	0 (0.0%)	0 / 0	34	-17
Rafael Rivera	11	15	3	1 (33.3%)	0 (0.0%)	0 / 0	45	-34
Other	27		746	263 (35.2%)	170 (22.7%)	2 / 2	38	-11

Report Summary

	Rating	Count	Reservations with Zip Codes	Emails
<i>Current</i>	42.60	1,191	554 (46.5%)	406 (34.0%)
<i>Previous</i>	41.06	990	533 (53.8%)	392 (39.5%)

Reservation Agent e-Performance is measured as follows:

This is a Weekly evaluation report.

- * The evaluation period is from 10/05/03 to 10/11/03.
- * The previous evaluation period is from 09/28/03 to 10/04/03.
- * 66 % of the rating is based on email address entry.
- * 34 % of the rating is based on zip code entry.
- * The report is sorted in Ranking order.
- * The "Count" column is the number of reservations attributed to that Reservation Agent
- * As of September 2003 reports, the words "REFUSED", "DECLINED", and "NONE" are not counted as valid email addresses, but are maintained separately, counting neither for nor against the reservation agents rating.
- * The "Other" category is listed last.
- * Reservation Agents that had no reservation activity in either the current or previous evaluation period are not included
- * Up to 25 individuals are shown, with the remainder include in the "other" category"