

Category	Expectations/Standards
CUSTOMER SERVICE	1. Greet all customers and identify self by name
	2. Identify customer needs and make recommendations
	3. Qualify customer according to established procedures
	4. Provide accurate responses to qualification questions
	5. Offer program information when appropriate
	6. Provide customers with accurate information (rates/res/surcharges)
	7. Speak clearly and concisely
	8. Use customer's name once during phone call
	9. Ask for reservation twice during conversation
	10. Ask for additional reservation needs
	11. Thank each customer for choosing our reservation's center
	12. Handle problem reservation calls
	13. No customers on hold for longer than _____ seconds
	14. Other:
	15. Other:
PROFITABILITY	1. Demonstrate effective selling skills
	2. Identify and overcome objections
	3. Maintain avg of _____ reservation booking revenue <u>per hour</u> (Average amount of revenue generated per hour during a month)
	4. Sell vehicle rental reservation based on customer's needs
	5. Maintain \$_____ revenue per <u>transaction</u> (Average amount of revenue generated for each reservation you made during the month)
	6. Maintain avg talk time of _____ minutes (Average amount of time, in seconds, that you spend with a customer on a call)
	7. Maintain avg booking ratio of _____% on calls (The percentage of revenue opportunity calls that make a reservation)
	8. Other:
	9. Other:

TEAMWORK	1. Be unavailable between calls an avg of no more than _____ seconds
	2. Maintain _____ % of <u>productive time</u> (Time you are scheduled to work and are on the phone, determined by attendance and punctuality)
	3. Follow frequently changing instruction
	4. Maintain adequate supplies at work station
	5. Maintain a neat and organized work area
	6. Understand daily game plan at start of shift
	7. Demonstrate flexibility in meeting operational needs
	8. Treat other team members with courtesy and respect
	9. Other:
	10. Other:
JOB KNOWLEDGE / ADMINISTRATION	1. Maintain minimum test call score of _____%
	2. Collect all required reservation data
	3. Demonstrate competency on automated reservation system
	4. Complete all manual tracking systems daily
	5. Complete appropriate training programs
	6. Read and apply all information re: programs/procedures
	7. Other:
	8. Other:
GENERAL	1. Meet Company standards on attendance and punctuality
	2. Adhere to Company rules of conduct
	3. Maintain professional appearance
	4. Display appropriate business behavior
	5. Other:
	6. Other:

My immediate manager has shown me and has discussed the performance expectations and standards for this position. I understand these expectations will be the basis for my next performance review and any related salary review.

Employee's Signature: _____ Date: _____, 200__

Supervisor's Signature: _____ Date: _____, 200__