

GSU Newsletter - 2nd Quarter 2015

OSS/Services Performance

Owner/Member Services - Salt Lake City/Orlando*

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	95.0%	94.3%	177,472	-19.00%	228
Enrolled and Points Owners	95.0%	96.7%	292,777	27.15%	190
Asia Pacific Owners (who reside in US)	75.0%	84.4%	802	21.33%	38
Ritz-Carlton Club Members	85.0%	93.90%	14,644	-23.39%	9

*Combined Totals

Owner/Member Services - Cork

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	94.6%	52,224	3.80%	27
Enrolled and Points Owners	93.0%	97.9%			
Asia Pacific Owners (who reside in Europe)	93.0%	94.3%			

Owner/Member Services - Mexico City

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	95.1%	36,970	-5.37%	27
Enrolled and Points Owners	93.0%	94.3%			

Owner/Member Services - Puerto Rico

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	93.8%	4,679	6.10%	68
Enrolled and Points Owners	93.0%	95.0%			

Owner/Member Services - Singapore

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	77.4%	78.6%	32,335	-9.25%	48
NATO Points	90.9%	90.9%			
AP Points	77.2%	76.8%			

Owner/Member Services - Bangkok

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	68.0%	79.1%	14,059	26.51%	5

ASA = Average Speed to Answer (in seconds)

First Choice Index

First Choice Index	YTD	2015 Goal
Owner Services Total	92.2%	94.0%

Sales

Owner/Member Services Office	YTD Sales	2015 Goals
Salt Lake City/Orlando*	\$ 2,180,176.00	\$ 3,900,000.00
Mexico City	\$ 2,094,205.00	\$ 6,000,000.00
Cork	\$ 66,819.70	\$ 625,000.00
Puerto Rico	\$ -	\$ 200,000.00
Singapore	\$ 180,944.00	\$ 275,000.00
Total	\$ 4,431,200.70	\$ 11,000,000.00

*Combined Totals

Web Usage

WEB/IVR Bookings vs. Total Usage	Current YTD	2015 Goal
Combined WEB/IVR Usage	22.98%	25.00%

Pure Bookings

Average Hotel Bookings Per Agent	YTD	2015 Goal
Bangkok	6	10
Cork	17	17
Mexico	88	70
Orlando	34	25
Puerto Rico	26	25
RCDC Member Services	16	20
Salt Lake City	25	25
Singapore	59	50
Global Average	29	28

*Combined Totals