

GSU Newsletter 3rd 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%	276,512	-20.86%	17
Enrolled and Points Owners	95.0%	97.0%	492,573	23.26%	178
Asia Pacific Owners (who reside in US)	75.0%	81.8%	1,133	19.39%	38
Ritz-Carlton Club Members	85.0%	93.80%	22,007	-22.18%	11

*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%	93.1%	84,279	7.61%	29
Enrolled and Points Owners	93.0%	97.6%			
Asia Pacific Owners (who reside in Europe)	93.0%	94.8%			

Owner/Member Services - Mexico City

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	95.8%	55,394	-4.37%	27
Enrolled and Points Owners	93.0%	94.2%			

Owner/Member Services - Puerto Rico

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	94.5%	7,371	1.65%	69
Enrolled and Points Owners	93.0%	96.8%			

Owner/Member Services - Singapore

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	77.4%	78.6%	49,470	-9.69%	43
NATO Points	90.9%	98.5%			
AP Points	77.2%	77.6%			

Owner/Member Services - Bangkok

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	68.0%	78.3%	20,851	26.48%	5
Enrolled and Points Owners	-	76.9%			

First Choice Index

First Choice Index	YTD	2015 Goal
Bangkok	89.1%	94.0%
Cork	86.8%	94.0%
Mexico	91.3%	94.0%
Orlando	91.2%	94.0%
Puerto Rico	91.8%	94.0%

Salt Lake City	92.5%	94.0%
Singapore	80.5%	94.0%
Total	92.2%	94.0%

Sales

Owner/Member Services Office	YTD Sales	2015 Goals
Salt Lake City	\$ 3,289,029.00	\$ 3,900,000.00
Orlando	\$ 94,335.00	-
Mexico City	\$ 3,056,705.00	\$ 6,000,000.00
Cork	\$ 86,750.70	\$ 625,000.00
Puerto Rico	-	\$ 200,000.00
Singapore	\$ 227,742.75	\$ 275,000.00
Total	\$ 6,663,618.45	\$ 11,000,000.00

Web Usage

WEB/IVR Bookings vs. Total Usage	Current YTD	2015 Goal
Combined WEB/IVR Usage	39.17%	25.00%

Pure Bookings

Average Hotel Bookings Per Agent	YTD	2015 Goal
Bangkok	6	10
Cork	17	17
Mexico	81	70
Orlando	35	25
Puerto Rico	27	25
RCDC Member Services	17	20
Salt Lake City	25	25
Singapore	60	50
Global Average	29	28