

GSU Newsletter - 4th 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%	94.7%	371,655	-20.80%	143
Enrolled and Points Owners	95.0%	97.0%	697,372	24.15%	147
Asia Pacific Owners (who reside in US)	75.0%	83.6%	1,461	17.35%	41
Ritz-Carlton Club Members	85.0%	92.4%	29,026	-20.39%	13

*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%	93.6%	112,281	7.46%	27
Enrolled and Points Owners	93.0%	97.2%			
Asia Pacific Owners (who reside in Europe)	93.0%	96.0%			

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%	72,310	-7.46%	27
Enrolled and Points Owners	93.0%	94.8%			

Owner/Member Services - Puerto Rico

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	94.7%	10,226	3.59%	61
Enrolled and Points Owners	93.0%	96.7%			

Owner/Member Services - Singapore

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	77.4%	75.0%	65,926	-6.60%	39
NATO Points	90.9%	87.5%			
AP Points	77.2%	78.4%			

Owner/Member Services - Bangkok

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	68.0%	77.7%	28,421	25.48%	5
Enrolled and Points Owners	-	82.8%			
AP Owners	-	50.0%			

First Choice Index

First Choice Index	YTD	2015 Goal
Bangkok	89.7%	94.0%
Cork	86.3%	94.0%
Mexico	90.8%	94.0%
Orlando	91.8%	94.0%
Puerto Rico	91.3%	94.0%
Salt Lake City	92.8%	94.0%
Singapore	81.4%	94.0%
Total	92.4%	94.0%

Sales

Owner/Member Services Office	YTD Sales	2015 Goals
Salt Lake City	\$ 4,627,742.00	\$ 3,900,000.00
Orlando	\$ 158,345.00	-
Mexico City	\$ 5,156,985.00	\$ 6,000,000.00
Cork	\$ 117,575.81	\$ 625,000.00
Puerto Rico	-	\$ 200,000.00
Singapore	\$ 252,262.75	\$ 275,000.00
Total	\$ 10,221,966.56	\$ 11,000,000.00

Web Usage

WEB/IVR Bookings vs. Total Usage	Current YTD	2015 Goal
Combined WEB/IVR Usage	23.85%	25.00%

Pure Bookings

Average Hotel Bookings Per Agent	YTD	2015 Goal
Bangkok	6	10
Cork	17	17
Mexico	75	70
Orlando	34	25
Puerto Rico	26	25
RCDC Member Services	17	20
Salt Lake City	24	25
Singapore	59	50
Global Average	28	28