

GSU Newsletter

OSS/Services Performance through Period 2

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%	93.2%	94,249	8.35%	290
Enrolled and Points Owners	95.0%	96.5%	118,755	-4.06%	216
Asia Pacific Owners (who reside in US)	85.0%	92.6%	393	9.78%	29
Ritz-Carlton Club Members	90.0%	85.0%	6,439	-11.73%	39

*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%	94.1%	24,249	-11.73%	19
Enrolled and Points Owners	93.0%	95.8%			
Asia Pacific Owners (who reside in Europe)	93.0%	100.0%			

Owner/Member Services - Mexico City

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	92.4%	12,202	-32.22%	23
Enrolled and Points Owners	93.0%	94.9%			

Owner/Member Services - Puerto Rico

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	94.1%	2,342	9.64%	52
Enrolled and Points Owners	93.0%	91.3%			

Owner/Member Services - Singapore

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	77.8%	80.0%	14,281	5.90%	41
NATO Points	89.0%	N/A			
AP Points	78.9%	79.4%			

Owner/Member Services - Bangkok

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	75.5%	74.5%	9,564	34.27%	3
NATO Points	80.0%	100.0%			
AP Owners	67.0%	100.0%			

First Choice Index

First Choice Index	YTD	2015 Goal
Bangkok	88.5%	90.0%
Cork	88.9%	87.0%
Mexico	88.2%	92.0%
Orlando	90.8%	93.0%
Puerto Rico	88.1%	93.0%
Salt Lake City	91.4%	93.0%
Singapore	100.0%	85.0%
Total	91.1%	93.0%

Sales

Owner/Member Services Office	YTD Sales	2015 Goals
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Owner/Member Services Office	YTD Sales	2015 Goals
Salt Lake City	\$ 320,176.00	\$ 5,300,000.00
Orlando	\$ 25,840.00	\$ 300,000.00
Mexico City	\$ 826,848.00	\$ 6,200,000.00
Cork	\$ 61,616.00	\$ 400,000.00
Puerto Rico	-	\$ 100,000.00
Singapore	\$ 106,250.00	\$ 350,000.00
Total	\$ 1,340,730.00	\$ 12,650,000.00

Web Usage

WEB/IVR Bookings vs. Total Usage	Current YTD	2015 Goal
Combined WEB/IVR Usage	22.53%	25.00%

Pure Bookings

Average Hotel Bookings Per Agent	YTD	2015 Goal
Bangkok	8	8
Cork	18	17
Mexico	69	70
Orlando	29	20
Puerto Rico	24	25
RCDC Member Services	19	18
Salt Lake City	26	24
Singapore	56	57
Global Average	29	28