

# GSU Newsletter - 2<sup>nd</sup> Quarter 2016

## 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%	94.0%	201,831	13.73%	197
Enrolled and Points Owners	95.0%	97.1%	273,951	-6.43%	140
Asia Pacific Owners (who reside in US)	85.0%	82.0%	719	-10.35%	24
Ritz-Carlton Club Members	90.0%	86.5%	13,156	-10.16%	23

\*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%	95.7%	47,251	-9.52%	18
Enrolled and Points Owners	93.0%	96.6%			
Asia Pacific Owners (who reside in Europe)	93.0%	97.8%			

### Owner/Member Services - Mexico City

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	94.3%	26,998	-26.98%	24
Enrolled and Points Owners	93.0%	96.1%			

### Owner/Member Services - Puerto Rico

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Unenrolled Owners	93.0%	92.6%	5,008	7.03%	42
Enrolled and Points Owners	93.0%	95.2%			

### Owner/Member Services - Singapore

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	77.8%	85.7%	32,294	0.66%	26
NATO Points	89.0%	100.0%			
AP Points	78.9%	80.3%			

### Owner/Member Services - Bangkok

Type of Owner/Member	Goal	Satisfaction	Calls Handled		ASA
			Quantity	Diff. from Last Yr	
Legacy Weeks	75.5%	76.5%	17,498	25.11%	2
NATO Points	80.0%	96.7%			
AP Owners	67.0%	100.0%			

### First Choice Index

First Choice Index	YTD	2016 Goal
Bangkok	88.1%	90.0%
Cork	91.3%	87.0%
Mexico	91.3%	92.0%
Orlando	92.2%	93.0%
Puerto Rico	89.5%	93.0%
Salt Lake City	92.8%	93.0%
Singapore	100.0%	85.0%
<b>Total</b>	<b>92.5%</b>	<b>93.0%</b>

### Sales

Owner/Member Services Office	YTD Sales	2016 Goals
Salt Lake City	\$ 1,345,705.00	\$ 5,300,000.00
Orlando	\$ 77,305.00	\$ 300,000.00
Mexico City	\$ 2,453,338.00	\$ 6,200,000.00
Cork	\$ 83,215.00	\$ 400,000.00
Puerto Rico	\$ 51,470.00	\$ 100,000.00
Singapore	\$ 274,635.00	\$ 350,000.00
<b>Total</b>	<b>\$ 4,285,668.00</b>	<b>\$ 12,650,000.00</b>

#### Web Usage

WEB/IVR Bookings vs. Total Usage	Current YTD	2016 Goal
Combined WEB/IVR Usage	28.73%	25.00%

#### Pure Bookings

Average Hotel Bookings Per Agent	YTD	2016 Goal
Bangkok	7	8
Cork	17	17
Mexico	65	70
Orlando	15	20
Puerto Rico	22	25
RCDC Member Services	15	18
Salt Lake City	25	24
Singapore	53	57
<b>Global Average</b>	<b>28</b>	<b>28</b>