Name: Maile Date: 9/19/22

346.3/13/12		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactor	ry   4 = Excel	lent
Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
Thanked guest for calling and stated full name of establishment		4
3. Introduced self		4
4. Asked how to be of assistance		4
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		3
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7. Answered all questions efficiently with a smile and warm demeanor		3
8. Used complete sentences when answering guest		3
9. Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10. Wished guest a wonderful day (did not say goodbye or bye-bye)		4
	Total:	37/40
Front Office: Telephone Etiquette Rubric Name: Date: 9/19/22		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfacto	ry   4 = Excell	ent
Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
Thanked guest for calling and stated full name of establishment		4
3. Introduced self		4
4. Asked how to be of assistance		4
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7. Answered all questions efficiently with a smile and warm demeanor		4
8. Used complete sentences when answering guest		4
9. Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10. Wished guest a wonderful day (did not say goodbye or bye-bye)		4
	Total:	40/40
Front Office: Telephone Etiquette Rubric Name: Manual Date: 9/19/22		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfacto	ry   4 = Excell	ent
Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
Thanked guest for calling and stated full name of establishment		4
3. Introduced self		4
Asked how to be of assistance		4
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
<ul><li>7. Answered all questions efficiently with a smile and warm demeanor</li></ul>		4
		4 4
		-
9. Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10. Wished guest a wonderful day (did not say goodbye or bye-bye)		4
	Total:	40/40

Name: Aliah Date: 9/19/22

Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excel	lent
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>Wished guest a wonderful day (did not say goodbye or bye-bye)</li> </ol>	Total:	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Front Office: Telephone Etiquette Rubric Name: Date: 9/19/22		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excell	ent
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>Wished guest a wonderful day (did not say goodbye or bye-bye)</li> </ol>	Total:	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Front Office: Telephone Etiquette Rubric  Name: Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory		
11. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 12. Thanked guest for calling and stated full name of establishment 13. Introduced self 14. Asked how to be of assistance 15. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 16. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 17. Answered all questions efficiently with a smile and warm demeanor 18. Used complete sentences when answering guest 19. Asked guest "Is there anything else I may assist you with?" prior to ending call 20. Wished guest a wonderful day (did not say goodbye or bye-bye)		4 4 4 4 3 4 4 4 4 4 4
	Total:	39/40

Name:	Date: 9/19/22	
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic S	itandards   3 = Satisfactory   4 = Excelle	ent
21. Answered telephone within 3 rings with Hafa Adai / Good Morning (A	Afternoon, Evening)	4
22. Thanked guest for calling and stated full name of establishment		4
23. Introduced self		4
24. Asked how to be of assistance		4
25. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
26. Used guest's name at least 3 times during conversation (in the event	guest was INH Guest)	4
27. Answered all questions efficiently with a smile and warm demeanor		4
28. Used complete sentences when answering guest		4
29. Asked guest "Is there anything else I may assist you with?" prior to e	nding call	4
30. Wished guest a wonderful day (did not say goodbye or bye-bye)		4
	Total:	40/40
Front Office: Telephone Etiquette Rubric	Date: 9/19/22	
	· ·	n+
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic St	tandards   3 = Satisfactory   4 = Exceller	TIL .
21. Answered telephone within 3 rings with Hafa Adai / Good Morning (A	Afternoon, Evening)	4
22. Thanked guest for calling and stated full name of establishment		4
23. Introduced self		4
24. Asked how to be of assistance		4
25. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
26. Used guest's name at least 3 times during conversation (in the event	guest was INH Guest)	4

Total: 40/40

4

4

Front Office: Telephone Etiquette Rubric

Name:

Grading Criteria: 0 = Did not perform | 1 = Needs improvement | 2 = Basic Standards | 3 = Satisfactory | 4 = Excellent

27. Answered all questions efficiently with a smile and warm demeanor

30. Wished guest a wonderful day (did not say goodbye or bye-bye)

29. Asked guest "Is there anything else I may assist you with?" prior to ending call

28. Used complete sentences when answering guest

1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 4 2. Thanked guest for calling and stated full name of establishment 4 3. Introduced self 4 Asked how to be of assistance 4 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 4 4 Used complete sentences when answering guest 9. Asked guest "Is there anything else I may assist you with?" prior to ending call 4 10. Wished guest a wonderful day (did not say goodbye or bye-bye)

Date: 9/19/22

Total: 40/40 Name: Date: 9/19/22

Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)  6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)  7. Answered all questions efficiently with a smile and warm demeanor  8. Used complete sentences when answering guest  9. Asked guest "Is there anything else I may assist you with?" prior to ending call  10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40  Saked bow to be of assistance  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)  6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)
2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)  6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)  7. Answered all questions efficiently with a smile and warm demeanor  8. Used complete sentences when answering guest  9. Asked guest "Is there anything else I may assist you with?" prior to ending call  10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40
2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)  6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)  7. Answered all questions efficiently with a smile and warm demeanor  8. Used complete sentences when answering guest  9. Asked guest "Is there anything else I may assist you with?" prior to ending call  10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40
3. Introduced self 4. Asked how to be of assistance 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 8. Used complete sentences when answering guest 9. Asked guest "Is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 8. Used complete sentences when answering guest 9. Asked guest "Is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40  Front Office: Telephone Etiquette Rubric    Parallel
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 8. Used complete sentences when answering guest 9. Asked guest "Is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40  Front Office: Telephone Etiquette Rubric  Bame: Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 4. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 4. Introduced self 4. Asked how to be of assistance 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
7. Answered all questions efficiently with a smile and warm demeanor  8. Used complete sentences when answering guest  9. Asked guest "Is there anything else I may assist you with?" prior to ending call  10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/4C  Front Office: Telephone Etiquette Rubric  Jame: Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
8. Used complete sentences when answering guest 9. Asked guest "Is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40
9. Asked guest "Is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40  Total: 40/40  Total: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 2. Thanked guest for calling and stated full name of establishment 3. Introduced self 4. Asked how to be of assistance 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total: 40/40  Total
Total: 40/40  Front Office: Telephone Etiquette Rubric  Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
Front Office: Telephone Etiquette Rubric  Jame: Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> </ol>
<ol> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> </ol>
<ol> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> </ol>
<ul> <li>3. Introduced self</li> <li>4. Asked how to be of assistance</li> <li>5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>4</li> </ul>
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)  4
7. Answered all questions efficiently with a smile and warm demeanor 4
8. Used complete sentences when answering guest 4
9. Asked guest "Is there anything else I may assist you with?" prior to ending call
10. Wished guest a wonderful day (did not say goodbye or bye-bye)
Total: <u>40/40</u>
ront Office: Telephone Etiquette Rubric
Name: Date: 9/19/22
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent
Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  4
Thanked guest for calling and stated full name of establishment
3. Introduced self 4
4. Asked how to be of assistance
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)  4
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)
<ul> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> </ul>
<ul> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> </ul>

Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excelle	ent
Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		3
2. Thanked guest for calling and stated full name of establishment		4
3. Introduced self		4
4. Asked how to be of assistance		4
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7. Answered all questions efficiently with a smile and warm demeanor		4
<ol> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> </ol>		4
<ol> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>Wished guest a wonderful day (did not say goodbye or bye-bye)</li> </ol>		4
10. Wished guest a wonderful day (alla hot say goods ye or sye sye)		<del>-</del>
	Total:	39/40
Front Office: Telephone Etiquette Rubric  Name: Date: 9/19/22		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excell	ent
Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
Thanked guest for calling and stated full name of establishment		4
3. Introduced self		4
4. Asked how to be of assistance		4
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7. Answered all questions efficiently with a smile and warm demeanor		4
8. Used complete sentences when answering guest		4
9. Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10. Wished guest a wonderful day (did not say goodbye or bye-bye)		4
	Total:	40/40
Front Office Talanhara Frimatha Daha'a		
Front Office: Telephone Etiquette Rubric  Name: Telephone Etiquette Rubric  Date: 9/19/22		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excel	lent
1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
2. Thanked guest for calling and stated full name of establishment		4
3. Introduced self		4
4. Asked how to be of assistance		4
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)		3
6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7. Answered all questions efficiently with a smile and warm demeanor		4
8. Used complete sentences when answering guest		4
9. Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10. Wished guest a wonderful day (did not say goodbye or bye-bye)		4
	Total:	39/40

ame: 🔓	Date: 9/19/22		
Gradin	g Criteria: $0 = Did$ not perform   $1 = Needs$ improvement   $2 = Basic$ Standards   $3 = Satisfactory$	4 = Excell	ent
1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
2.	Thanked guest for calling and stated full name of establishment		4
3.	Introduced self		4
4.	Asked how to be of assistance		4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)		2
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7.	Answered all questions efficiently with a smile and warm demeanor		4
8.	Used complete sentences when answering guest		4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)		4
		Total:	38/40
Graun	g Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 – EXCEII	ent
1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
2.	Thanked guest for calling and stated full name of establishment		4
3.	Introduced self		4
4.	Asked how to be of assistance		4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)		1
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7.	Answered all questions efficiently with a smile and warm demeanor		4
8.	Used complete sentences when answering guest		4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)		4
		Total:	37/40
ont Of	fice: Telephone Etiquette Rubric		
ame:			
Gradii	ng Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	/   4 = Excel	lent
1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4

1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)	4
2.	Thanked guest for calling and stated full name of establishment	4
3.	Introduced self	4
4.	Asked how to be of assistance	4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)	1
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)	4
7.	Answered all questions efficiently with a smile and warm demeanor	4
8.	Used complete sentences when answering guest	4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call	4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)	4

Total: <u>37/40</u>

Name: Date: 9/19/22

Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Exc	ellent
1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 2. Thanked guest for calling and stated full name of establishment 3. Introduced self 4. Asked how to be of assistance 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 8. Used complete sentences when answering guest 9. Asked guest "Is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)	4 4 4 1 4 4 4 4
Front Office: Telephone Etiquette Rubric Name State  Date: 9/19/22	
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Exc	ellent
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>Wished guest a wonderful day (did not say goodbye or bye-bye)</li> </ol>	4 4 4 2 4 4 4 4
Total Front Office: Telephone Etiquette Rubric Name: Date: 9/19/22	: 38/40
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Ex	-allant
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>Wished guest a wonderful day (did not say goodbye or bye-bye)</li> </ol>	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Total	: 20/40

Name: Date: 9/19/22

54tc. 5/15/12		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4	= Excell	ent
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> </ol>		2 2 2
<ol> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> </ol>		2 2
<ul><li>6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li><li>7. Answered all questions efficiently with a smile and warm demeanor</li></ul>		2 2
<ul><li>8. Used complete sentences when answering guest</li><li>9. Asked guest "Is there anything else I may assist you with?" prior to ending call</li><li>10. Wished guest a wonderful day (did not say goodbye or bye-bye)</li></ul>		2 2 2
	Total:	20/40
Front Office: Telephone Etiquette Rubric		
Name: Malies Date: 9/19/22		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4	= Excell	ent
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>Wished guest a wonderful day (did not say goodbye or bye-bye)</li> </ol>		4 4 4 4 4 4 4 4 4
	Total:	40/40
Front Office: Telephone Etiquette Rubric Name: Date: 9/19/22		
Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4	= Excel	lent
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>Wished guest a wonderful day (did not say goodbye or bye-bye)</li> </ol>		4 4 4 4 4 4 4 4 4 4
	Total:	40/40

Name:

Gradin	g Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 =	Excellen
1. 2. 3.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) Thanked guest for calling and stated full name of establishment Introduced self	- - -

4. Asked how to be of assistance 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 4 4 6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 4

Date: 9/19/22

4 8. Used complete sentences when answering guest

9. Asked guest "Is there anything else I may assist you with?" prior to ending call 4

4 10. Wished guest a wonderful day (did not say goodbye or bye-bye)

> Total: 40/40

Front Office: Telephone Etiquette Rubric

Date: 9/19/22 Name:

Grading Criteria: 0 = Did not perform | 1 = Needs improvement | 2 = Basic Standards | 3 = Satisfactory | 4 = Excellent

1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)	4
2.	Thanked guest for calling and stated full name of establishment	4
3.	Introduced self	4
4.	Asked how to be of assistance	4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)	4
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)	4
7.	Answered all questions efficiently with a smile and warm demeanor	4
8.	Used complete sentences when answering guest	4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call	4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)	4

Total: 40/40

Front Office: Telephone Etiquette Rubric

Name: Date: 9/19/22

Grading Criteria: 0 = Did not perform | 1 = Needs improvement | 2 = Basic Standards | 3 = Satisfactory | 4 = Excellent

1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)	4
2.	Thanked guest for calling and stated full name of establishment	4
3.	Introduced self	4
4.	Asked how to be of assistance	4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)	4
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)	4
7.	Answered all questions efficiently with a smile and warm demeanor	4
8.	Used complete sentences when answering guest	4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call	4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)	4

Total: 40/40

Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excelle  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)  6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)  7. Answered all questions efficiently with a smile and warm demeanor  8. Used complete sentences when answering guest  9. Asked guest "is there anything else I may assist you with?" prior to ending call  10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total:  Front Office: Telephone Etiquette Rubric  Name: Mary **  Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excelled to the province of the prov	2
2. Thanked guest for calling and stated full name of establishment 3. Introduced self 4. Asked how to be of assistance 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 8. Used complete sentences when answering guest 9. Asked guest "is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total:  Front Office: Telephone Etiquette Rubric Name: The prior of the prior o	Satisfactory   4 = Excellent
Name: Transport  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excelled  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance  5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)  6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)  7. Answered all questions efficiently with a smile and warm demeanor  8. Used complete sentences when answering guest  9. Asked guest "Is there anything else I may assist you with?" prior to ending call  10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total:  Front Office: Telephone Etiquette Rubric  Name:  Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excelled  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance	H Guest)  4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 2. Thanked guest for calling and stated full name of establishment 3. Introduced self 4. Asked how to be of assistance 5. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 7. Answered all questions efficiently with a smile and warm demeanor 8. Used complete sentences when answering guest 9. Asked guest "Is there anything else I may assist you with?" prior to ending call 10. Wished guest a wonderful day (did not say goodbye or bye-bye)  Total:  Front Office: Telephone Etiquette Rubric Name: Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellence of the Excellence of Complex of the Excellence of Complex of Calling and Stated full name of establishment 3. Introduced self 4. Asked how to be of assistance	2
<ul> <li>2. Thanked guest for calling and stated full name of establishment</li> <li>3. Introduced self</li> <li>4. Asked how to be of assistance</li> <li>5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>7. Answered all questions efficiently with a smile and warm demeanor</li> <li>8. Used complete sentences when answering guest</li> <li>9. Asked guest "Is there anything else I may assist you with?" prior to ending call</li> <li>10. Wished guest a wonderful day (did not say goodbye or bye-bye)</li> <li>Total:</li> </ul> Front Office: Telephone Etiquette Rubric Name:	Satisfactory   4 = Excellent
Name: Date: 9/19/22  Grading Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excellent  1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)  2. Thanked guest for calling and stated full name of establishment  3. Introduced self  4. Asked how to be of assistance	H Guest)  4 4 4 4 4 4 4 4 4 4 4 4
<ol> <li>Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)</li> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> </ol>	2
<ol> <li>Thanked guest for calling and stated full name of establishment</li> <li>Introduced self</li> <li>Asked how to be of assistance</li> </ol>	= Satisfactory   4 = Excellent
<ol> <li>Used highest form of verbiage (Certainly, Absolutely, My pleasure)</li> <li>Used guest's name at least 3 times during conversation (in the event guest was INH Guest)</li> <li>Answered all questions efficiently with a smile and warm demeanor</li> <li>Used complete sentences when answering guest</li> <li>Asked guest "Is there anything else I may assist you with?" prior to ending call</li> </ol>	4 4 4 4

Total: 40/40

Front Office: Te	elephone Etiquette Rubric  Date: 9/19/22	
	ria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excelle	ent
<ol> <li>Thanl</li> <li>Introd</li> <li>Asked</li> <li>Used</li> <li>Used</li> <li>Answ</li> <li>Used</li> <li>Answ</li> <li>Asked</li> <li>Asked</li> <li>Asked</li> </ol>	ered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) ked guest for calling and stated full name of establishment duced self d how to be of assistance highest form of verbiage (Certainly, Absolutely, My pleasure) guest's name at least 3 times during conversation (in the event guest was INH Guest) ered all questions efficiently with a smile and warm demeanor complete sentences when answering guest d guest "Is there anything else I may assist you with?" prior to ending call eed guest a wonderful day (did not say goodbye or bye-bye)	4 4 4 4 4 4 4 4 4 4 4 4
Front Office: Te	elephone Etiquette Rubric Date: 9/19/22	
Grading Crite	ria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excelle	ent
<ol> <li>Thanl</li> <li>Introd</li> <li>Asked</li> <li>Used</li> <li>Used</li> <li>Answ</li> <li>Used</li> <li>Answ</li> <li>Asked</li> <li>Asked</li> <li>Asked</li> </ol>	ered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) ked guest for calling and stated full name of establishment duced self dhow to be of assistance highest form of verbiage (Certainly, Absolutely, My pleasure) guest's name at least 3 times during conversation (in the event guest was INH Guest) ered all questions efficiently with a smile and warm demeanor complete sentences when answering guest diguest "Is there anything else I may assist you with?" prior to ending call ed guest a wonderful day (did not say goodbye or bye-bye)	4 4 4 4 4 4 4 4 4
	Total:	40/40
Name: Tarin	Plephone Etiquette Rubric  Date: 9/19/22  Peria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory   4 = Excell	lent
<ol> <li>Thanl</li> <li>Introd</li> <li>Asked</li> <li>Used</li> <li>Used</li> <li>Answ</li> <li>Used</li> <li>Asked</li> <li>Asked</li> <li>Asked</li> <li>Asked</li> </ol>	ered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) ked guest for calling and stated full name of establishment duced self d how to be of assistance highest form of verbiage (Certainly, Absolutely, My pleasure) guest's name at least 3 times during conversation (in the event guest was INH Guest) ered all questions efficiently with a smile and warm demeanor complete sentences when answering guest d guest "Is there anything else I may assist you with?" prior to ending call ed guest a wonderful day (did not say goodbye or bye-bye)	4 4 4 4 4 4 4 4 4 4

Total: <u>40/40</u>

Name: 🕯	Date: 9/19/22		
Gradir	ng Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excelle	ent
1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
2.	Thanked guest for calling and stated full name of establishment		4
3.	Introduced self		4
4.	Asked how to be of assistance		4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7.	Answered all questions efficiently with a smile and warm demeanor		4
8.	Used complete sentences when answering guest		4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)		4
		Total:	40/40
ame:	fice: Telephone Etiquette Rubric  Date: 9/19/22		
Gradir	ng Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excelle	ent ———
1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
2.	Thanked guest for calling and stated full name of establishment		4
3.	Introduced self		4
4.	Asked how to be of assistance		4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7.	Answered all questions efficiently with a smile and warm demeanor		4
8.	Used complete sentences when answering guest		4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)		4
		Total:	40/40
ont Of	fice: Telephone Etiquette Rubric		
ame≖	Date: 9/19/22		
Gradi	ng Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excell	lent
1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
2.	Thanked guest for calling and stated full name of establishment		4
3.	Introduced self		4
4.	Asked how to be of assistance		4

5. Used highest form of verbiage (Certainly, Absolutely, My pleasure)

7. Answered all questions efficiently with a smile and warm demeanor

10. Wished guest a wonderful day (did not say goodbye or bye-bye)

9. Asked guest "Is there anything else I may assist you with?" prior to ending call

8. Used complete sentences when answering guest

6. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)

Total: 40/40

4

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Name: Bir	Date: 9/19/22
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Gradin	g Criteria: 0 = Did not perform   1 = Needs improvement   2 = Basic Standards   3 = Satisfactory	4 = Excell	ent
1.	Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)		4
2.	Thanked guest for calling and stated full name of establishment		4
3.	Introduced self		4
4.	Asked how to be of assistance		4
5.	Used highest form of verbiage (Certainly, Absolutely, My pleasure)		4
6.	Used guest's name at least 3 times during conversation (in the event guest was INH Guest)		4
7.	Answered all questions efficiently with a smile and warm demeanor		4
8.	Used complete sentences when answering guest		4
9.	Asked guest "Is there anything else I may assist you with?" prior to ending call		4
10.	Wished guest a wonderful day (did not say goodbye or bye-bye)		4
		Total:	40/40

Front Office: Telephone Etiquette Rubric

Name

Grading Criteria: 0 = Did not perform | 1 = Needs improvement | 2 = Basic Standards | 3 = Satisfactory | 4 = Excellent

21. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening) 22. Thanked guest for calling and stated full name of establishment 2 2 23. Introduced self 2 24. Asked how to be of assistance 2 25. Used highest form of verbiage (Certainly, Absolutely, My pleasure) 2 26. Used guest's name at least 3 times during conversation (in the event guest was INH Guest) 27. Answered all questions efficiently with a smile and warm demeanor 2 28. Used complete sentences when answering guest 2 29. Asked guest "Is there anything else I may assist you with?" prior to ending call 30. Wished guest a wonderful day (did not say goodbye or bye-bye)

Date: 9/19/22

Total: 20/20