

## Front Office: Telephone Etiquette Rubric

Name: Maile

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)	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: Kiara

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

## Front Office: Telephone Etiquette Rubric

Name: McKenna

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

## Front Office: Telephone Etiquette Rubric

Name: Alisha

Date: 9/19/22

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

11. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)	4
12. Thanked guest for calling and stated full name of establishment	4
13. Introduced self	4
14. Asked how to be of assistance	4
15. Used highest form of verbiage (Certainly, Absolutely, My pleasure)	4
16. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)	4
17. Answered all questions efficiently with a smile and warm demeanor	4
18. Used complete sentences when answering guest	4
19. Asked guest "Is there anything else I may assist you with?" prior to ending call	4
20. Wished guest a wonderful day (did not say goodbye or bye-bye)	4
Total:	40/40

## Front Office: Telephone Etiquette Rubric

Name: Tanya

Date: 9/19/22

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

11. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)	4
12. Thanked guest for calling and stated full name of establishment	4
13. Introduced self	4
14. Asked how to be of assistance	4
15. Used highest form of verbiage (Certainly, Absolutely, My pleasure)	4
16. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)	4
17. Answered all questions efficiently with a smile and warm demeanor	4
18. Used complete sentences when answering guest	4
19. Asked guest "Is there anything else I may assist you with?" prior to ending call	4
20. Wished guest a wonderful day (did not say goodbye or bye-bye)	4
Total:	40/40

## Front Office: Telephone Etiquette Rubric

Name: Cathy

Date: 9/19/22

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

11. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)	4
12. Thanked guest for calling and stated full name of establishment	4
13. Introduced self	4
14. Asked how to be of assistance	4
15. Used highest form of verbiage (Certainly, Absolutely, My pleasure)	3
16. Used guest's name at least 3 times during conversation (in the event guest was INH Guest)	4
17. Answered all questions efficiently with a smile and warm demeanor	4
18. Used complete sentences when answering guest	4
19. Asked guest "Is there anything else I may assist you with?" prior to ending call	4
20. Wished guest a wonderful day (did not say goodbye or bye-bye)	4
Total:	39/40

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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)	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 ending call	4
30. Wished guest a wonderful day (did not say goodbye or bye-bye)	4
Total:	40/40

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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)	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 ending call	4
30. Wished guest a wonderful day (did not say goodbye or bye-bye)	4
Total:	40/40

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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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

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

Total: 40/40

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

Total: 40/40

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

Total: 40/40

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Name: [REDACTED]

Date: 9/19/22

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- |  |   |
|--|---|
| 1. 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 |
| 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

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Date: 9/19/22

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|--|---|
| 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

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| 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

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|--|---|
| 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

## 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)                        | 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

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Name: ██████████

Date: 9/19/22

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| 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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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|--|---|
| 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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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

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|--|---|
| 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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

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 |
| 2. Thanked guest for calling and stated full name of establishment                           | 2 |
| 3. Introduced self   | 2 |
| 4. Asked how to be of assistance   | 2 |
| 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) | 2 |
| 7. Answered all questions efficiently with a smile and warm demeanor                         | 2 |
| 8. Used complete sentences when answering guest  | 2 |
| 9. Asked guest "Is there anything else I may assist you with?" prior to ending call          | 2 |
| 10. Wished guest a wonderful day (did not say goodbye or bye-bye)                            | 2 |

Total: 20/40

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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- |  |   |
|--|---|
| 1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening)      | 2 |
| 2. Thanked guest for calling and stated full name of establishment                           | 2 |
| 3. Introduced self   | 2 |
| 4. Asked how to be of assistance   | 2 |
| 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) | 2 |
| 7. Answered all questions efficiently with a smile and warm demeanor                         | 2 |
| 8. Used complete sentences when answering guest  | 2 |
| 9. Asked guest "Is there anything else I may assist you with?" prior to ending call          | 2 |
| 10. Wished guest a wonderful day (did not say goodbye or bye-bye)                            | 2 |

Total: 20/40

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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| 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

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| 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 |

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| 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 |

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| 4. Asked how to be of assistance   | 4 |
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| 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 |
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| 9. Asked guest "Is there anything else I may assist you with?" prior to ending call          | 4 |
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| 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: Angela

Date: 9/19/22

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

Total: 40/40

## Front Office: Telephone Etiquette Rubric

Name: Mary N

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

Total: 40/40

## Front Office: Telephone Etiquette Rubric

Name: [Redacted]

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

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

## 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

## 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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

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

## Front Office: Telephone Etiquette Rubric

Name: [REDACTED]

Date: 9/19/22

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)      | 2 |
| 22. Thanked guest for calling and stated full name of establishment                           | 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) | 2 |
| 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          | 2 |
| 30. Wished guest a wonderful day (did not say goodbye or bye-bye)                             | 2 |

Total: 20/20

