

SAMPLE REVIEW QUESTIONS (not inclusive)

HOSPITALITY

Sr No.	Question
1	Salesperson had a positive voice tone and smile.

QUALIFYING

Sr No.	Question
1	Salesperson asked questions to determine key needs.

SELLING

Sr No.	Question
1	Salesperson used benefits to sell the hotel prior to the rate quote.

CLOSING

Sr No.	Question
1	Salesperson attempted to book the business during the call.