

SAMPLE REVIEW QUESTIONS (not inclusive)

HOSPITALITY

Sr No.	Question
1	Professional greeting is used.
2	Phone call was answered within 3 rings.

QUALIFYING

Sr No.	Question
1	Agent asks the purpose of the trip.

SELLING

Sr No.	Question
1	Agent quoted rate with confidence and no hesitation.

CLOSING

Sr No.	Question
1	Agent asked to make reservation.