

Mystery Call Evaluation Service

i Shop is a mystery call service to monitor and evaluate the performance of reservation agents. The call-criteria checklist meets luxury hotel standards and allows for customization by each hotel. The service is provided through a partnership with Historic Hotels of America and industry-leader QTI – Quality Track International.

i Shop Features

- Call results delivered immediately via email
- Online and voicemail access to audio recordings of every call
- Online reporting of historical and current call performance
- Available in multiple languages: English, Japanese, Mandarin, Cantonese, German, Italian, and French
- Industry benchmark reporting filtered by factors such as geographic location, property type, and market tier
- All reporting is anonymous with no client-specific results
- Online coaching modules are available to participating hotels

i Shop Advantages

- Immediate results allow you to reinforce positive behavior and to address any below-standard performance
- Call recordings demonstrate how energy, tone, and inflection can impact the sales process
- Recordings provide an effective coaching tool
- Variable benchmark reporting offers truly comparative results by which to adjust your reservations sales process and instruct your team



i Shop Costs

Per call fee: US\$30.00
(minimum five calls per month)
additional fees apply for local language.

For More Information

Contact your Historic Hotels of America
Regional Director or Revenue Account
Manager