

## CUT COSTS, SAVE MONEY AND IMPROVE PERFORMANCE.

While this may sound impossible, the FoQus Coaching Program can **save you money** and improve agent performance by efficiently focusing training resources on the specific needs of individual agents. **Completely eliminate performance shortfalls and revenue losses.**



**OUR GUARANTEE:** Quality Track will provide your agents with continuous and ongoing personal one-on-one coaching as often and as frequently as needed to improve performance and increase conversion rates.

**PERSONAL COACHING** provides each member of your reservations team the specific skill reinforcement they need. **EXACTLY WHEN THEY NEED IT!**

## HERE IS HOW IT WORKS

- The ongoing performance of your reservations agents is evaluated and tracked using the industry leading **Quality Track** mystery call program.
- If an agent is having difficulty with any part of the reservation process, the FoQus coach will schedule a **personalized, live, one-on-one**, coaching session with the reservation agent.
- Personal coaching sessions are scheduled as soon as the need is detected. This corrects problems **before they can become ingrained in the agents' behavior**. Poor practices are addressed and corrected before they become bad habits.
- The FoQus flat-rate pricing model includes an **unlimited number personal coaching sessions**.
- This is **not** computer-based training or Webinar sessions.
- Coaching sessions are **quick and to the point**, focused on the specific individual needs of each agent and fit easily into an agent's daily schedule with no disruption.
- Coaching sessions are initiated by the Quality Track FoQus Coach and confirmed by the Reservations Manager using a simple online tool.
- **Why rely on expensive one-time group training sessions that have limited long-term effect?** Use FoQus Coaching to cut costs and ensure continuous ongoing performance development and revenue improvement.

Flat-rate  
Unlimited  
Personal Coaching  
at just  
\$199 per year  
per agent

Click here to view a short multi-media presentation: [www.QualityTrack.com/promo/FoQus](http://www.QualityTrack.com/promo/FoQus)

## About Quality Track International:

QUALITY TRACK has been providing mystery shopping, call monitoring and coaching services to the hospitality industry, since 1997. QTI is the leading provider of mystery call shopping assessments exclusively for hotels. QTI processes and evaluates more than **250,000 calls per year** for individual hotels and reservations centers in 35 countries.

*Clients include: Marriott International, Hyatt International, Intercontinental Hotels, Starwood Hotels, Four Seasons Hotels and Resorts, Mandarin Oriental, Peninsula Hotels, Ritz-Carlton, Best Western, New World Hotels, Renaissance Hotels and thousands of independent properties worldwide.*