

SIX WEEKS TO SUCCESS



WEEK ONE

Attendee: Reservation Sales Manager

Enhanced Lead Management Compliance
Call Results Exception Report
Lead Follow Up Training - Review Auto Complete Leads
Tour of Knowledge Base
NAVIS University Progress Report

WEEK TWO

Attendee: Reservation Sales Manager

Previous Week's Practices
Call Scoring
Public Posting of Metrics
First Month Incentive Program*
Total Website Integration*

WEEK THREE

Attendee: Reservation Sales Manager

Previous Week's Practices
Coaching Appointments
Lead Follow Up Goal Review
Work with RSM on Retraining Agents Who are Struggling.
NAVIS University Progress Report

WEEK FOUR

Attendee: Revenue Generating Team

Previous Week's Practices
Introduce Weekly KPI Report, Goals & Meeting Agenda to Management

WEEK FIVE

Attendee: Revenue Generating Team

Previous Week's Practices
Review Key Performance Indicator Report
Review Not Booked Data
Review Marketing Tracking & Reporting

WEEK SIX

Attendee: Revenue Generating Team

Previous Week's Practices
Incentive Plan Ongoing
Call Scoring & Coaching Calibration
Guide RSM to Lead KPI
Final NAVIS University Report

**Client Advocate will reach out to have a separate conversation on this topic.*