

**For less than the cost of 1 roomnight per month you can monitor if your team is **OUTSELLING** your competition!**

# ResCoach Mystery Shopping Program

Hospitality Softnet has over 15 years experience providing services to the hotel industry including: Mystery Shopping Calls, Sales & Reservations Training, Competitive Research, Telephone Coaching Calls, Teleprospecting Services, On-site Service Standards Assessment, & On-site Marketing Support. We look forward to being of service for your test call needs.

## The following are features of the ResCoach Mystery Shop Program

- Choose from 3 report options to meet your individual needs.

Report Format	Volume/Month	Price/Call	Term
Recorded Call emailed to hotel	3/month	\$9	12 months
Recorded Call w/ Check Points Report	3/month	\$18	12 months
Recorded Call w/ more detailed Pro Points Report	3/month	\$25	12 months

- Digital audios emailed for the hotels immediate & permanent use. (Agent's signed consent form required)
- Reservation Self Training Guide & Audio CD included with annual contract.
- Special Personalized Telephone Coaching packages and Training Resources available.
- **www.choicehotelsshops.com** offering a variety of resources to the hotels.
- Certificates of Excellence for individuals scoring 100% or above with scored report formats.

For more details on the options available, contact us now at:

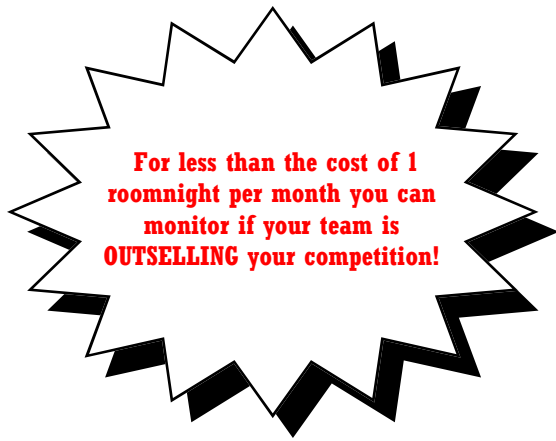
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[www.hospitalitysoftnet.com](http://www.hospitalitysoftnet.com)

[www.choicehotelsshops.com](http://www.choicehotelsshops.com)

 **HOSPITALITY SOFTNET**  
MARKETING RESOURCES & SYSTEMS



# ResCoach Mystery Shopping Made Easy

## Sign-up NOW!

Choice Hotels Official Approved Vendor

### # 1. READY.....(contact information)

<b>Hotel Name</b>			
<b>Contact Name:</b>		<b>Phone Number</b>	
<b>Mailing Address:</b>			

### # 2. SET.....(program information)

#### Program Options to Choose From

Your Choice	Report Format	Volume/Month	Price/Call *	Term
	Recorded Call Only	3/month	\$9	12 months
	Recorded Call with Check Points Report	3/month	\$18	12 months
	Recorded Call with Detailed Pro Points Report	3/month	\$25	12 months

\* With annual commitment and will be invoiced in advance quarterly.

### # 3. GO!!!.....(sign)

<b>Sign</b>		<b>Date</b>	
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Please Fax or Email to:



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