

## FRONT DESK AGENT LEARNING JOURNEY

### Leadership Feedback Survey

Role/Position:	Property:
Facilitator(s):	Date:

Your feedback is vital to the success of our team. Please share with us your overall experience by answering the following questions:

1. After completing their Learning Journey, Front Desk Agents were able to correctly perform all essential functions in the LMS while working at the Front Desk.

1       2       3       4       5  
**Strongly Disagree**      **Disagree**      **Neutral**      **Agree**      **Strongly Agree**

2. After completing their Learning Journey, Front Desk Agents were able to demonstrate the ideal guest service and utilize appropriate sequence of service procedures when assisting guests at the Front Desk.

1       2       3       4       5  
**Strongly Disagree**      **Disagree**      **Neutral**      **Agree**      **Strongly Agree**

3. After completing their Learning Journey, Front Desk Agents are able to correctly respond to guest issues and appropriately escalate guest service issues to leadership while working at the Front Desk.

1       2       3       4       5  
**Strongly Disagree**      **Disagree**      **Neutral**      **Agree**      **Strongly Agree**

4. The Front Desk Agents who participated in the new Learning Journey program are significantly more prepared to perform at their best than team members who did not participate in this sort of onboarding program.

1       2       3       4       5  
**Strongly Disagree**      **Disagree**      **Neutral**      **Agree**      **Strongly Agree**

5. I would recommend that all Front Desk Agents participate in this Learning Journey.    **Yes**     **No**