

**HOSPITALITY SOFTNET, INC.**

**ASSESSMENT PROGRAM CONSENT FORM**

The individual outlined below acknowledges the value and importance of providing only the highest level of customer service, and is committed to ensuring that all employees work toward maintaining and elevating customer satisfaction at all times. Refined telephone etiquette and appropriate sales skills are necessary to ensure that client needs and requests are being handled promptly, efficiently, and courteously. Quality control measures will be routinely utilized for the purposes of generating unbiased client feedback for use in employee training and development, as follow-up to client complaints, and as a quality assessment tool used to measure the overall level of customer service being provided on a daily basis.

Quality control measures being utilized may involve the recording of telephone conversations between the below employee and designated agents of Hospitality Softnet, Inc., for the sole purpose of providing specific and accurate feedback of normal daily customer interaction. Tape recordings of conversations may be made without immediate notification that recording is taking place, and will occur only while the employee performs the standard duties directly associated with their specific job description. All recorded conversations will be two-party conversations with an agent of Hospitality Softnet, Inc. posing as a potential customer, and under no circumstance will a third party be involved in the recording process. At no time will employee conversations with any party other than Hospitality Softnet, Inc. be monitored or recorded.

A comprehensive evaluation report will be generated from information gathered during the recorded test call, and will provide objective feedback regarding the employee's performance throughout the interaction with the Hospitality Softnet, Inc. agent. Any recorded phone conversations, transcripts of same, and/or subsequent evaluations are for internal uses, and will be forwarded to the attention of management. Reports may or may not include a comparative overview, highlighting the performance of competitors' employees during similar test calls. Comprehensive reports and/or recorded conversations will be utilized to assess the level of customer service being routinely provided, as compared with the company's goals and/or the performance of the competition. It is understood that such reports are supplied as a management tool with which to evaluate the overall level of customer service being provided by employees of the hotel and shall not be used for disciplinary actions.

I, the undersigned, have read this form in its entirety and fully understand the parameters of the above described quality control procedures for the purpose of providing feedback, training, and quality assurance. I freely and voluntarily agree to participate in this quality assessment program and give consent for my employer to utilize these quality control procedures throughout the duration of my employment, or until which time I revoke said consent, in writing, to my employer.

\_\_\_\_\_  
EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINT EMPLOYEE NAME

\_\_\_\_\_  
PRINT HOTEL NAME & LOCATION

\_\_\_\_\_  
INDICATE POSITION EMPLOYEE HOLDS WITH THE HOTEL

\_\_\_\_\_  
INDICATE MARKET SEGEMENT/TERRITORY ASSIGNMENTS

\* SIGNED COPY TO BE RETURNED TO, AND WILL BE KEPT ON FILE BY HOSPITALITY SOFTNET, INC.  
EMPLOYER MAY WISH TO RETAIN A COPY FOR EMPLOYEE FILE

**\*\* EMAIL SIGNED CONSENT TO HSHOPS@HOSPITALITYSOFTNET.COM \*\***  
OR FAX (617) 731 1602

SIXTY STATE ST. \* SUITE 700 \* BOSTON, MA 02109 \* (617) 854 - 6554