

DASHBOARD / REPORTS CONTENT

The following summarizes the data presented in each type of GuestX™ dashboard and report. To view any specific GuestX dashboard or report, log into InfoSearch's Xperience Management Platform.

OVERVIEW

Property Overall Dashboard

- Net Promoter Score
- Overall Satisfaction
- Overall Property Friendliness
- Overall Satisfaction with Divisions (Hotel, Gaming, F&B)

Hotel Overall Dashboard

- Overall Satisfaction
- Star rating comparison for all Hotel venues
- Top Box (5-star) rating for each Hotel venue
- Comparison to other Casino Hotels

Hotel Venue Dashboards (e.g. Hotel Room, Front Desk, Hotel Common Areas, etc.)

- Overall Satisfaction
- Star rating comparison for all Hotel venues
- Top Box (5-star) rating for each hotel venue with comparison to Industry Benchmark

Gaming Overall Dashboard

- Overall Satisfaction
- Star rating comparison for all Gaming venues
- Top Box (5-star) rating for each Gaming venue
- Comparison to other Casinos

Gaming Venue Dashboards (e.g. Casino Environment, Slots, Table Games, etc.)

- Overall Satisfaction
- Star rating comparison for all Gaming venues
- Top Box (5-star) rating for each Gaming venue

F&B Overall Dashboard

- Overall Satisfaction
- Star rating comparison for all F&B venues
- Top Box (5-star) rating for each F&B venue

F&B Venue Dashboards (e.g. Restaurants, Cafes.)

- Overall Satisfaction
- Star rating comparison for all F&B venues
- Top Box (5-star) rating for each F&B venue

Entertainment Venue Dashboards (e.g. Golf Simulator, Go-karts, Virtual Reality, Arcade etc.)

- Overall Satisfaction
- Star rating comparison for all venues
- Top Box (5-star) rating for each venue

Ancillary Services Overall Dashboard

- Star rating comparison for all Ancillary venues
- Top Box (5-star) rating for each venue

Ancillary Venue Dashboards (e.g. Security, Valet, Self-parking, Other etc.)

- Overall Satisfaction
- Star rating comparison for all Ancillary Services venues
- Top Box (5-star) rating for each Ancillary venue

Guest Alerts Dashboard

Provides a summary of Open, Closed and Status of Guest Alerts.

Activity Dashboard

Provides a summary of the number of survey responses.

Comments Report

Provides respondent comments for Hotel, Gaming, F&B, and Ancillary Services.