# SERVICE QUALITY REPORT

for **Beverly Hills Marriott, 1150 S Beverly Dr, Los Angeles, CA 90035, USA**

## 1. HOW TO USE THIS REPORT

This report summarizes customer feedback from public reviews for the **last 6 months** and turns it into a structured view of performance across key areas of the business. It helps readers quickly understand what customers consistently praise and what repeatedly creates friction. This perspective serves as a snapshot of the business and can be used as a health-check tool to identify areas for improvement business managers or a due diligence tool to understand the current state of service quality and employee engagement which are important points to consider when making acquisition decisions.

To gain those insights, each customer review is broken into individual comments and categorized by what it refers to under the following **6 categories: services, products, employees, behaviours, departments and job roles.** Every comment is tagged as **Positive** or **Negative**, so patterns are visible at a glance. **It is important to note that the sentiment counts in this report are not the number of reviews with a given sentiment but the number of atomic comments related to each category.** As an example, one customer review can have 8 atomic comments with 2 positive and 6 negative sentiments and these comments can be about a specific product, service, department, job role or an employee.

### Structure

**1) How to use this report** — Current section

**2) Executive summary** — A high-level overview of overall sentiment and the strongest/weakest areas, designed for fast evaluation.

**3) Category-by-category sections** — A full walkthrough of every category (services, departments, job roles, products, employees, behaviours).

### Category Sections

- **Category Analysis:** A plain-language explanation of what customers are saying and what it implies for performance for for the sub-categories within a category.
- **Trend Analysis:** Whether sentiment is improving or declining across the last six months for the sub-categories within a category. Trend analysis graphs also covers key themes from the most recent period so recurring issues and standout strengths are easy to spot.
- **Heatmap Analysis (where available):** Heatmap-style detail to pinpoint which specific attributes drive sentiment for employees and products. Employee attributes are behavioural, product attributes are things such as availability, price, taste.

## 2. EXECUTIVE SUMMARY

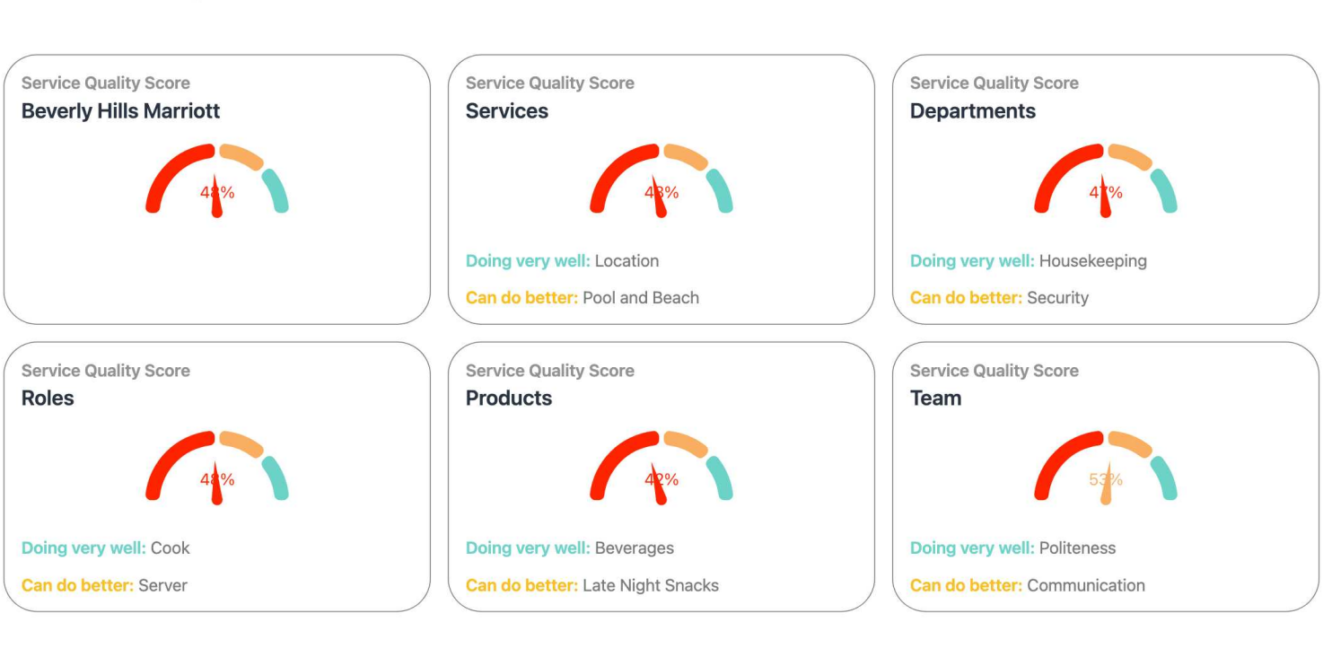
The overall customer satisfaction score for Beverly Hills Marriott stands at **47.7%**, indicating a significant need for improvement across multiple areas. The category scores are as follows: services **(42.5%)**, departments **(46.7%)**, job roles **(48.1%)**, products **(41.7%)**, and employees **(53.4%)**. While employee behaviour, particularly **Politeness**, is a relative strength, most categories are underperforming, with especially low sentiment in **Pool and Beach** services, **Security** department, **Server** job roles, and **Late Night Snacks** products.

Positive mentions are highest for **Location** in services, **Housekeeping** in departments, **Cook** in job roles, and **Beverages** in products. However, the negative sentiment outweighs the positive in almost every category, highlighting critical issues with **communication** among employees and several operational aspects.

### Key improvement areas

- Address persistent issues in **Pool and Beach** services to enhance guest experience.
- Improve **Security** department responsiveness and reliability.
- Provide additional training for **Server** staff to boost service quality.
- Revamp **Late Night Snacks** offerings to better meet guest expectations.
- Strengthen internal **communication** among employees to reduce misunderstandings and improve service delivery.

Immediate next steps should include conducting targeted staff training for servers and security personnel, launching a review and upgrade of pool and beach facilities, and implementing regular feedback sessions to address communication gaps. Monitoring progress in these areas will be essential to raising overall satisfaction above the current level.



## 3. CATEGORY ANALYSIS

### 3.1 SERVICES

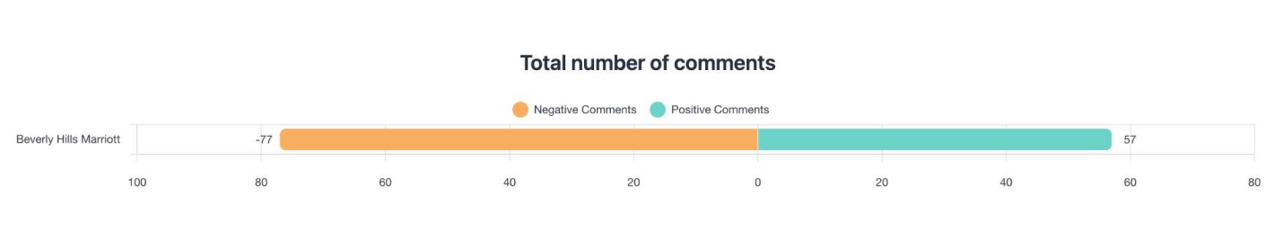
The **House Keeping and Cleaning** subcategory stands out with the highest number of positive mentions, indicating that customers are generally satisfied with cleanliness and upkeep. **Location** also receives strong positive feedback, suggesting convenience and accessibility are valued aspects. However, several subcategories show a significant concentration of negative sentiment, most notably **Price**, **Parking and Transportation**, and **Amenities**, each with more negative than positive mentions.

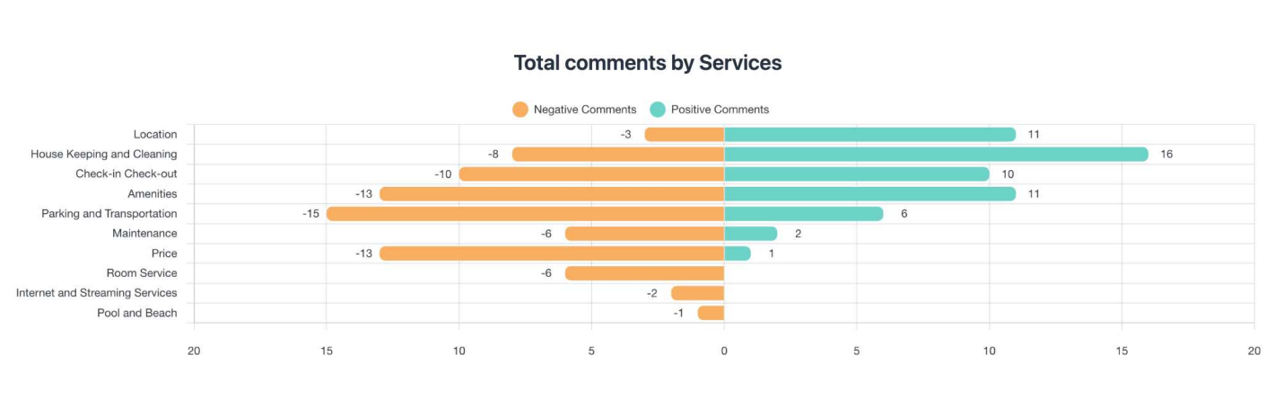
**Room Service** and **Internet and Streaming Services** have no positive mentions and multiple negatives, highlighting clear dissatisfaction or unmet expectations in these areas. **Maintenance** and **Pool and Beach** also receive only negative feedback, though with fewer mentions overall. The balance of positive and negative mentions for **Check-in Check-out** suggests a mixed experience for guests.

#### Key improvement areas

- Address pricing concerns to improve perceived value
- Enhance parking and transportation options for guests
- Upgrade amenities to meet guest expectations
- Improve responsiveness and quality of room service
- Resolve issues with internet and streaming services

Immediate next steps should include targeted staff training for room service and front desk teams, a review of pricing structures and communication, and investment in upgrading amenities and internet infrastructure. Addressing these weak areas will help balance guest satisfaction and reduce negative feedback in future reviews.


Total number of comments


Total comments by Services

### 3.1.2 SERVICES - TRENDS

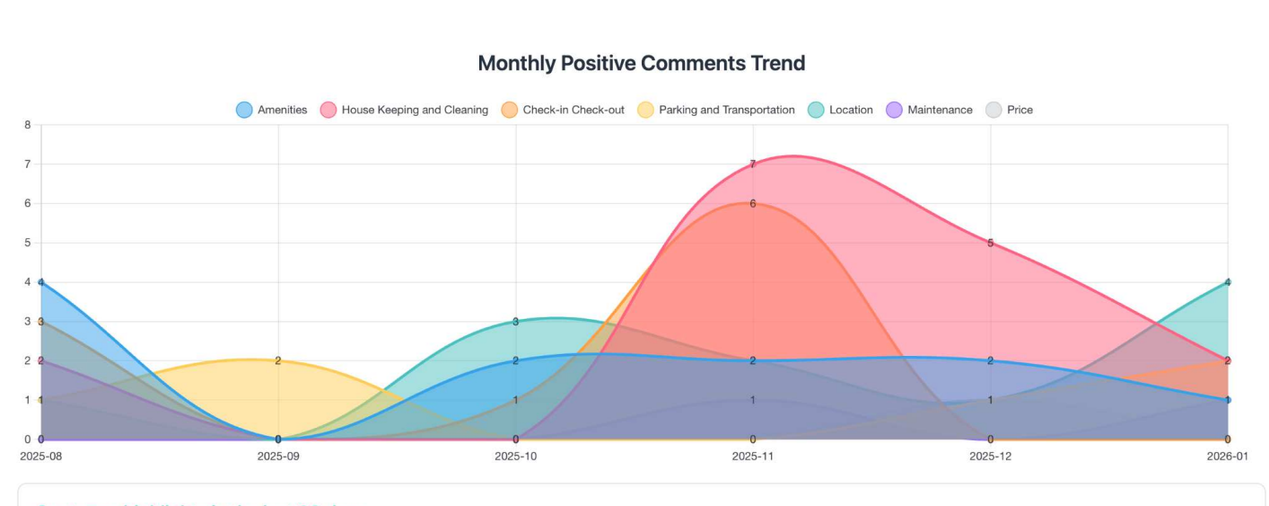
In the most recent period, **positive sentiment for Location showed the strongest improvement**, increasing from 1 to 4 mentions. Guests highlighted the property's convenient and safe location, proximity to attractions, and efficient valet service. There were also positive remarks about the executive lounge, room cleanliness, and overall property maintenance.

On the other hand, **negative sentiment for House Keeping and Cleaning slightly increased**, with mentions rising from 0 to 1. Guests expressed disappointment with the lounge, citing issues such as it being small, uncomfortable, and not clean. Additional negative feedback included lack of amenities explanation, unprepared check-in, expensive valet parking, noisy rooms, and poor internet service.

#### Key improvement areas

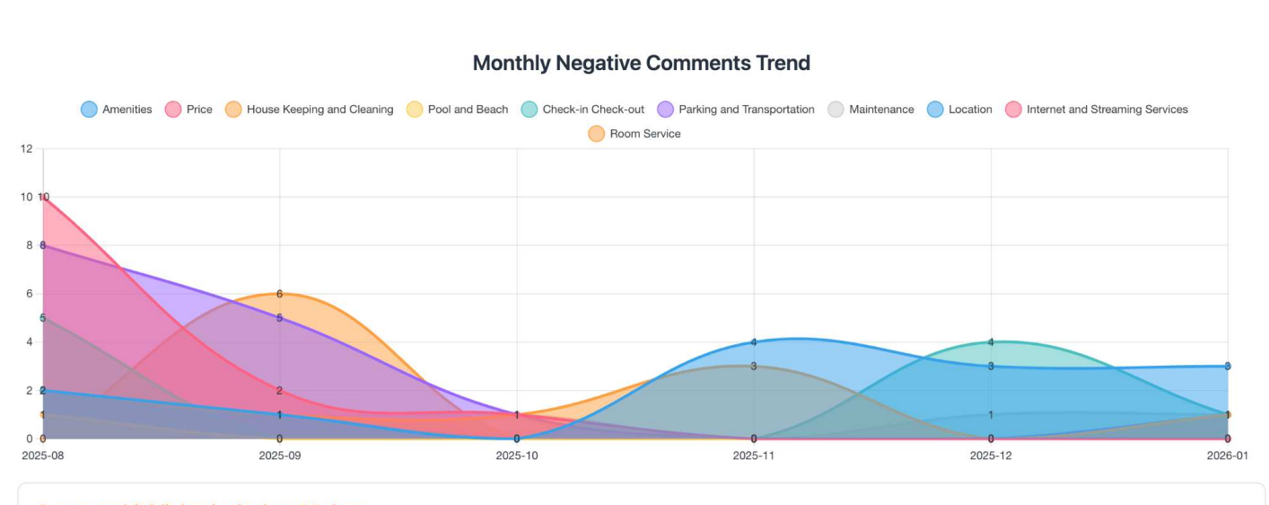
- Enhance lounge cleanliness and comfort to address guest dissatisfaction.
- Improve communication about amenities and services during check-in.
- Review and address noise issues in guest rooms.
- Monitor and upgrade internet and streaming services as needed.

To sustain positive trends, continue emphasizing the property's location advantages and maintain high standards for room cleanliness and valet service. Address lounge-related concerns promptly, provide clearer information about amenities at check-in, and investigate guest feedback on noise and internet issues to further improve the guest experience.


Monthly Positive Comments Trend

**Customer highlights in the last 30 days**

Executive Lounge Great, Rooms Were Clean, Room Clean, Safe Location, Great Location, Walking Distance Rodeo, Convenient Location, Valet Parking Fast Friendly, Valet Nice Prompt, Property Well Maintained


Monthly Negative Comments Trend

**Customer highlights in the last 30 days**

Lounge Disappointment, Lounge Small Uncomfortable, Broken Coffee Machine, No Amenities Explanation, Lounge Not Clean, Unprepared Check-In, Expensive Valet Parking, Rooms Are Noisy, Internet Service Terrible

## 3. CATEGORY ANALYSIS

### 3.2 DEPARTMENTS

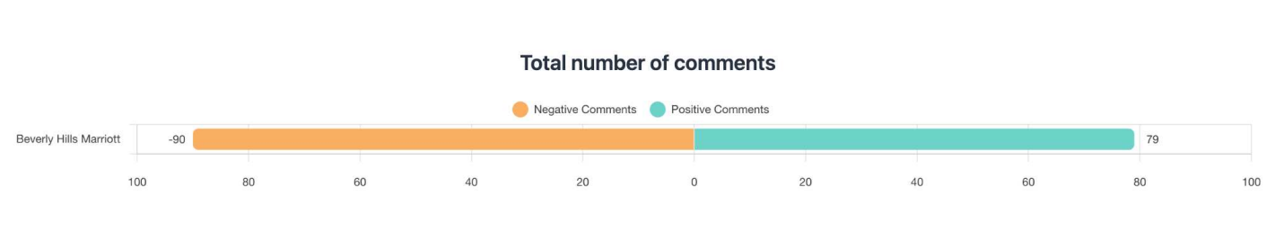
The **Front Office** department stands out with the highest number of positive mentions, indicating strong performance in guest interactions and service delivery. **Housekeeping** also receives notable positive feedback, suggesting consistent cleanliness and attention to detail. However, the **Facilities and Maintenance** and **Management** subcategories show a higher concentration of negative mentions, pointing to recurring issues in maintenance responsiveness and leadership effectiveness.

**Food and Beverage** and **Security** departments also register more negative than positive mentions, though their overall mention counts are lower. This suggests that while these areas are not the primary sources of dissatisfaction, they still require attention to prevent further decline in sentiment.

#### Key improvement areas

- Enhance responsiveness and quality in **Facilities and Maintenance** services.
- Address leadership and communication gaps within **Management**.
- Improve consistency and guest experience in **Food and Beverage**.
- Review and strengthen protocols in **Security** to boost confidence.

Next steps include targeted training for maintenance and management teams, process reviews in food and beverage operations, and a security protocol audit. These actions should help address the most critical areas of negative sentiment and reinforce strengths in guest-facing departments.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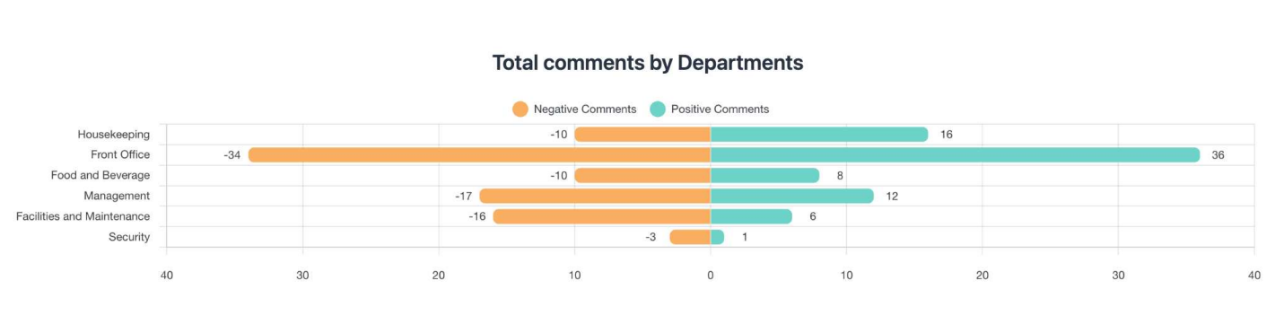

Total comments by Departments

### 3.2.2 DEPARTMENTS - TRENDS

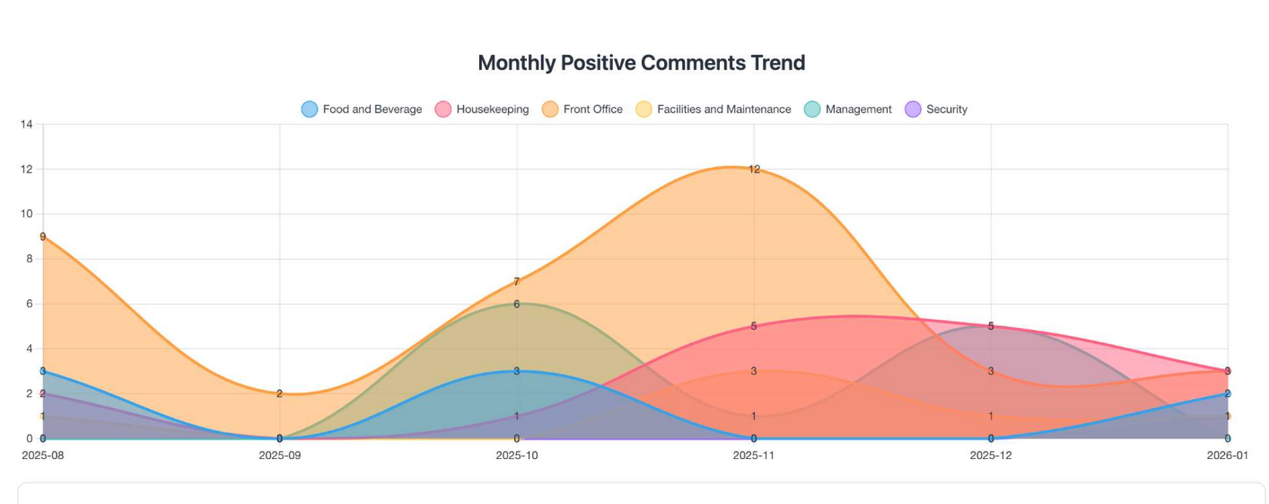
In the most recent period, **Food and Beverage showed a notable increase in positive sentiment**, rising from zero to two positive mentions. Highlights included praise for the executive lounge, restaurant food, and friendly valet service. Housekeeping continued to receive positive feedback for room cleanliness and comfort, though the volume of positive mentions declined slightly compared to the previous month.

However, **Food and Beverage also saw a simultaneous rise in negative sentiment**, with negative mentions increasing from zero to two. Guests expressed dissatisfaction with wait staff, lounge conditions, and equipment issues. Facilities and Maintenance experienced a worsening trend, with negative mentions rising from zero to three, particularly due to complaints about broken amenities and poor internet service. Front Office sentiment remained stable, but recurring issues such as unprepared check-in and lack of amenities explanation persisted.

#### Key improvement areas

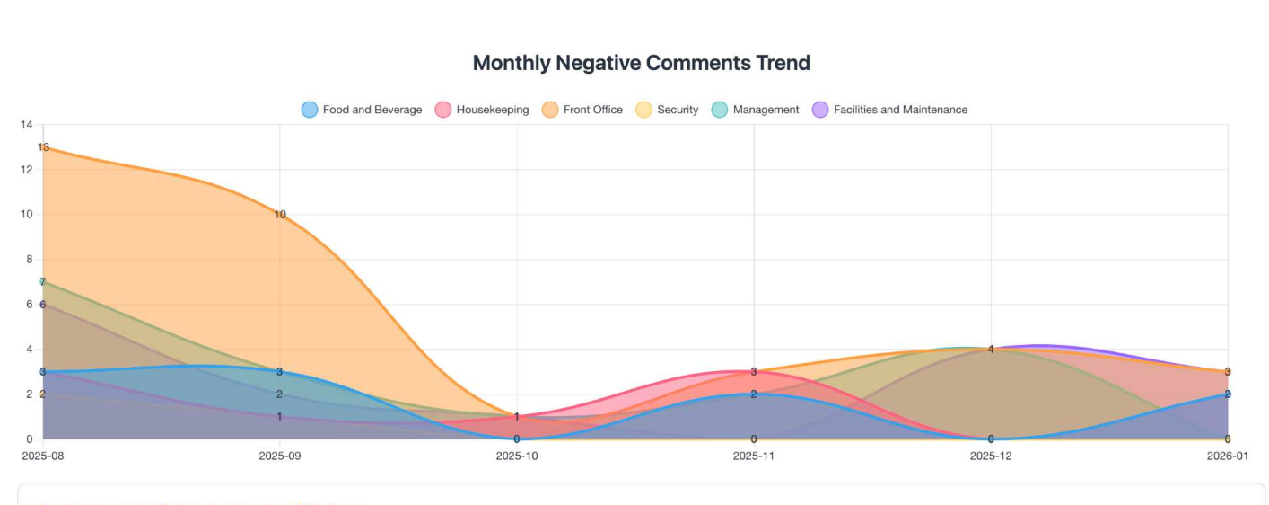
- Address service consistency in Food and Beverage, especially staff attitude and lounge maintenance
- Resolve facilities issues, focusing on equipment reliability and internet connectivity
- Enhance Front Office processes to ensure thorough check-in and clear amenities communication
- Monitor noise levels in rooms to improve guest comfort

To sustain recent improvements, reinforce staff training in Food and Beverage and Housekeeping, prioritize prompt repairs for facility issues, and review Front Office procedures for guest arrivals. Regularly monitor guest feedback to quickly identify and address emerging concerns.


Monthly Positive Comments Trend

**Customer highlights in the last 30 days**

Executive Lounge Great, Restaurant Food Ok, Rooms Were Clean, Room Well Sized, Bed Comfortable, Room Clean, Safe Location, Staff Friendly, Valet Parking Fast Friendly, Valet Nice Prompt, Property Well Maintained


Monthly Negative Comments Trend

**Customer highlights in the last 30 days**

Unhappy Waiters, Lounge Disappointment, Lounge Small Uncomfortable, Broken Coffee Machine, Lounge Not Clean, Unprepared Check-In, No Amenities Explanation, Expensive Valet Parking, Rooms Are Noisy, Noisy At Night, Internet Service Terrible

## 3. CATEGORY ANALYSIS

### 3.3 ROLES

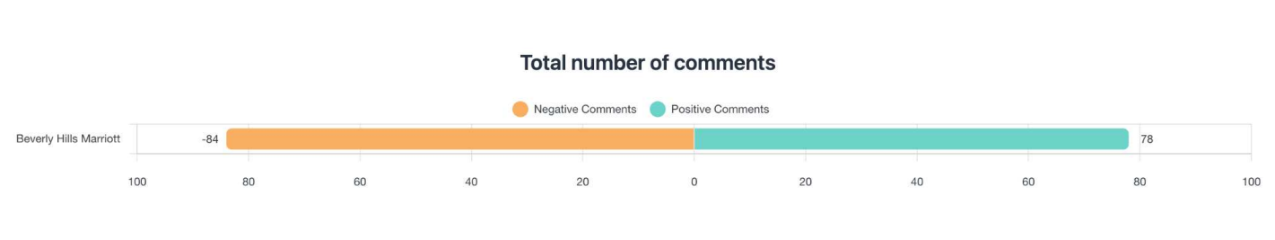
The **Receptionist** role stands out for having the highest number of positive mentions, but it also receives an equal number of negative mentions, indicating a polarized sentiment. **Housekeeper** and **Valet** roles also attract significant attention, with notable positive feedback, yet both are accompanied by substantial negative sentiment. Roles such as **Bellhop**, **Cook**, and **Concierge** receive only positive mentions, though the volume is low.

The weakest subcategories are **Manager**, **Valet**, and **Receptionist**, each with high negative mention counts. **Maintenance Technician** and **Server** also show more negative than positive mentions, suggesting recurring issues in these roles. The **Bartender** and **Security Guard** roles have low overall mention counts, limiting the ability to draw strong conclusions.

#### Key improvement areas

- Reduce negative experiences with **Receptionists** and **Managers** through targeted customer service training.
- Address operational issues for **Valet** and **Maintenance Technicians** to improve reliability and guest satisfaction.
- Investigate specific complaints for **Servers** to identify process or attitude gaps.

Next steps include implementing focused training programs for front-line staff, especially receptionists and managers, to enhance guest interactions. Review and refine valet and maintenance processes to address recurring negative feedback. Conduct follow-up interviews or surveys to pinpoint the root causes of dissatisfaction in server roles and take corrective action.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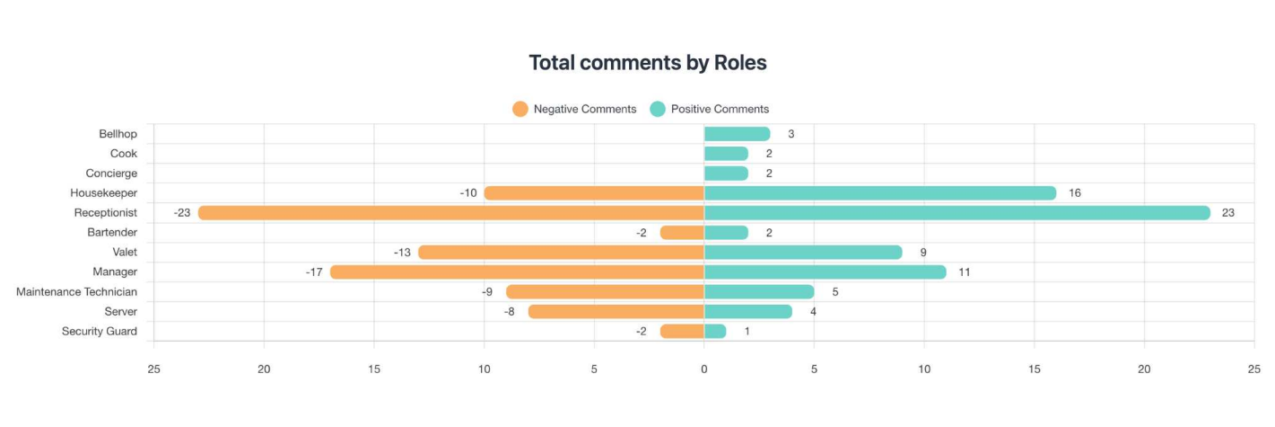

Total comments by Roles

### 3.3.2 ROLES - TRENDS

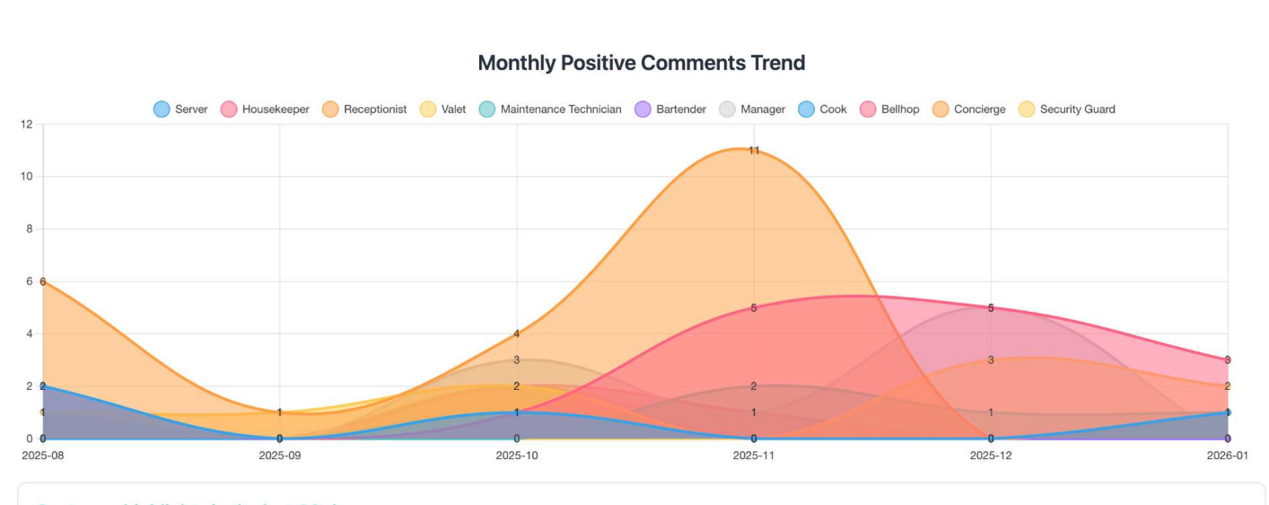
In the most recent period, **negative sentiment for the Server role increased**, rising from zero to two mentions, which marks the biggest worsening trend. This is supported by highlights such as "Unhappy Waiters" and "Lounge Disappointment." At the same time, **positive mentions for Servers also increased** from zero to one, indicating some improvement in guest experiences with this role.

Other job roles such as Housekeeper and Receptionist saw relatively stable sentiment, with no significant spikes in either positive or negative mentions. Positive feedback continues to highlight "Rooms Were Clean," "Staff Friendly," and "Valet Parking Fast Friendly," while negative mentions include "Unprepared Check-In," "Expensive Valet Parking," and "Internet Service Terrible."

#### Key improvement areas

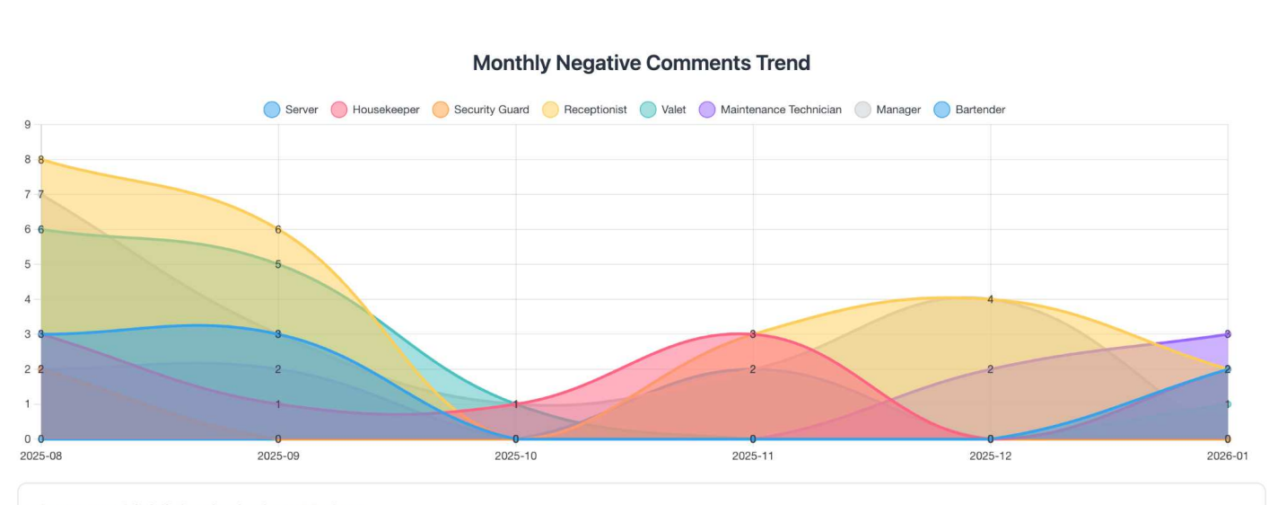
- Address the causes behind **increased negative sentiment for Servers**, especially regarding staff attitude and lounge experience.
- Improve check-in preparation and clarity around amenities for guests.
- Resolve recurring issues with noisy rooms and poor internet service.
- Review valet parking pricing and service to reduce negative feedback.

Next steps include conducting targeted training for Servers to enhance guest interactions, auditing check-in procedures to ensure staff are well-prepared, and prioritizing technical fixes for internet reliability. These actions should help sustain positive trends and reduce negative experiences in the coming months.


Monthly Positive Comments Trend

**Customer highlights in the last 30 days**

Executive Lounge Great, Rooms Were Clean, Room Well Sized, Bed Comfortable, Room Clean, Safe Location, Staff Friendly, Restaurant Food Ok, Valet Parking Fast Friendly, Valet Nice Prompt, Property Well Maintained


Monthly Negative Comments Trend

**Customer highlights in the last 30 days**

Unhappy Waiters, Lounge Disappointment, Lounge Small Uncomfortable, Broken Coffee Machine, Lounge Not Clean, Unprepared Check-In, No Amenities Explanation, Expensive Valet Parking, Rooms Are Noisy, Noisy At Night, Internet Service Terrible

## 3. CATEGORY ANALYSIS

### 3.4 PRODUCTS

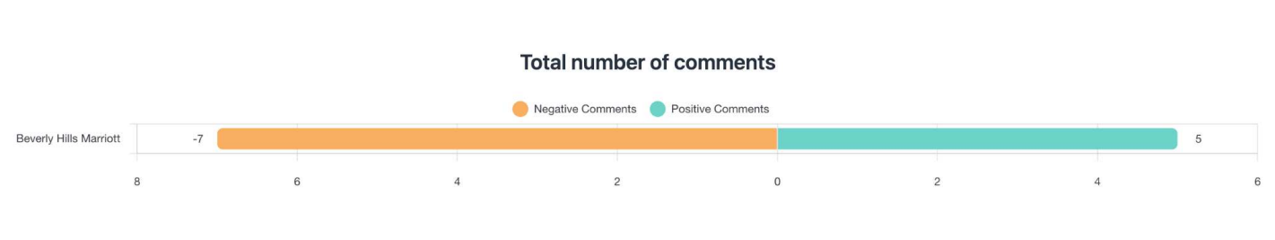
The **Beverages**, **Dinner**, and **Buffet** subcategories received exclusively positive mentions, indicating strong customer satisfaction in these areas. In contrast, **Breakfast** and **Coffee And Tea** stand out for having the highest number of negative mentions, suggesting recurring issues or unmet expectations. Additionally, **Late Night Snacks**, **Liquors And Cocktails**, and **Lunch** were mentioned only in a negative context, highlighting areas of concern.

Overall, positive sentiment is concentrated in the main meal and beverage offerings, while breakfast, coffee and tea, and several specialty subcategories are the weakest performers. The limited number of mentions in some subcategories suggests that further data collection may be needed for a comprehensive assessment.

#### Key improvement areas

- Address recurring complaints in **Breakfast** and **Coffee And Tea**.
- Investigate negative feedback for **Late Night Snacks**, **Liquors And Cocktails**, and **Lunch**.
- Maintain high standards in **Beverages**, **Dinner**, and **Buffet**.

Next steps should include targeted staff training for breakfast and coffee service, a review of product quality and variety for late night snacks and lunch, and ongoing monitoring of customer feedback to ensure continued excellence in the strongest subcategories.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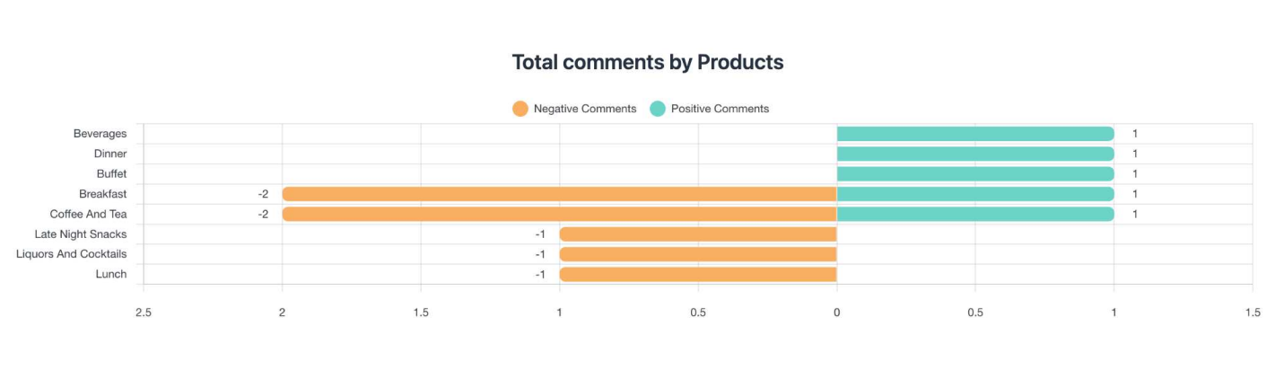

Total comments by Products

### 3.4.2 PRODUCTS - TRENDS

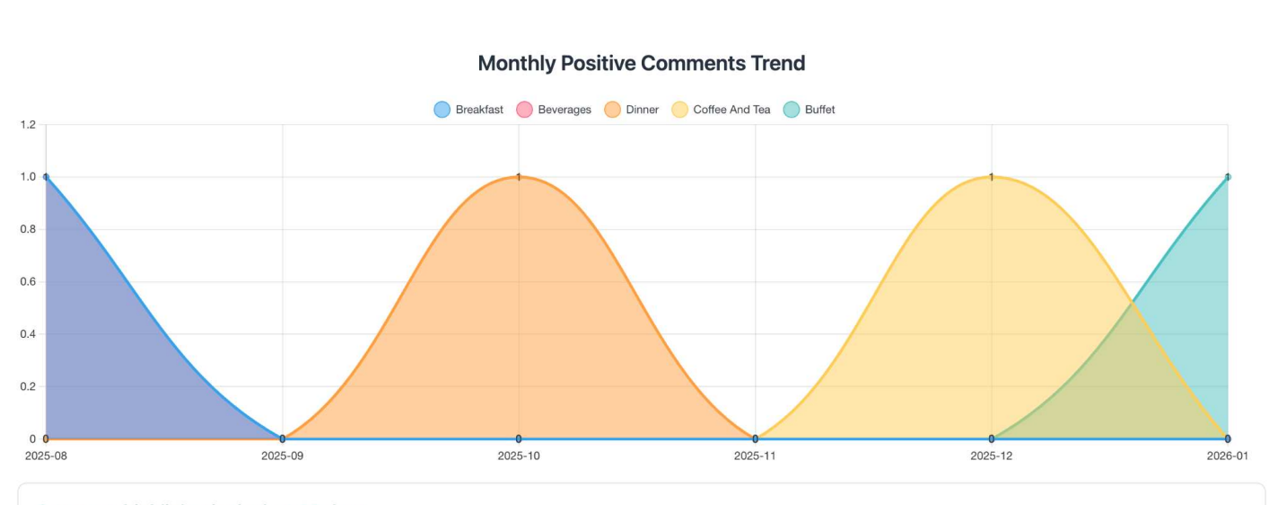
In the most recent period, **positive sentiment for Buffet increased**, marking it as the biggest improving trend among product subcategories. The "Quick Bite Lounge" was highlighted as a positive aspect last period, suggesting some satisfaction with specific offerings. However, overall positive mentions remain low across all product categories.

On the negative side, **negative sentiment for Coffee And Tea increased**, making it the most notable worsening trend. This is supported by the mention of a "Broken Coffee Machine" and only "Restaurant Ok Food" in the highlights, indicating operational issues may have impacted customer experience. Lunch also saw a rise in negative mentions, though less pronounced.

#### Key improvement areas

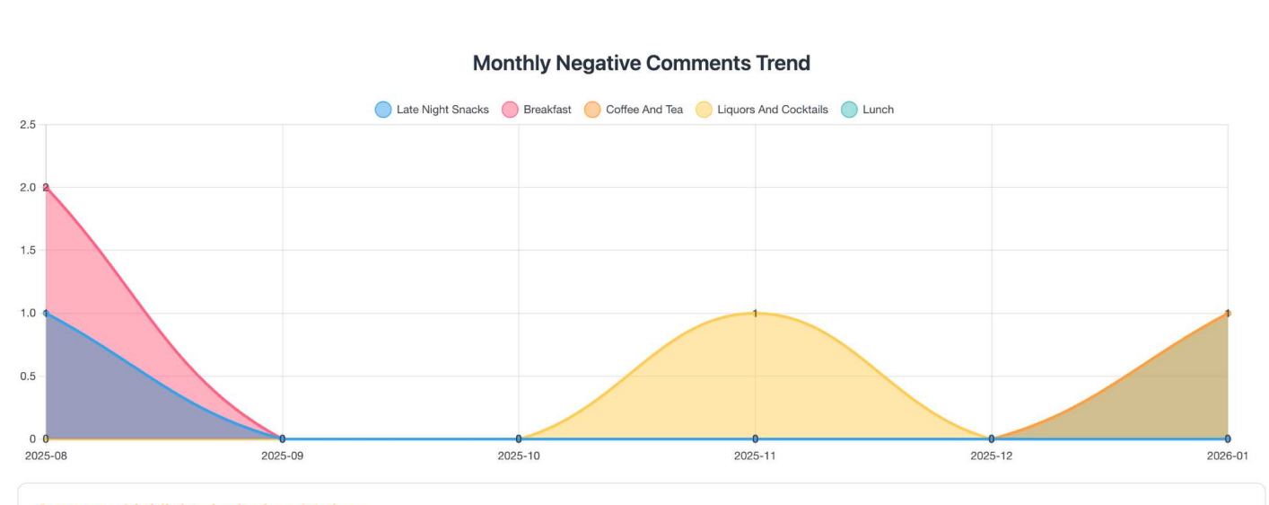
- Address equipment reliability, especially coffee machines, to reduce negative experiences in Coffee And Tea.
- Enhance food quality and consistency to improve overall sentiment, particularly for lunch offerings.
- Continue to build on positive feedback for Buffet and Quick Bite Lounge to sustain recent gains.

Immediate next steps include resolving equipment issues in beverage service, reviewing lunch menu and preparation processes, and leveraging positive feedback from Buffet to inform improvements in other product areas.


Monthly Positive Comments Trend

**Customer highlights in the last 30 days**

Quick Bite Lounge


Monthly Negative Comments Trend

**Customer highlights in the last 30 days**

Broken Coffee Machine, Restaurant Ok Food

### 3.4.3 PRODUCTS - HEATMAP

The sentiment heatmap for products reveals several areas requiring attention. **Breakfast stands out as the weakest performer, with "Urgent attention" flagged for both Availability and Taste, and "Needs improvement" for Presentation. Lunch, Liquors And Cocktails, and Late Night Snacks also show "Urgent attention" for Taste or Presentation.** In contrast, there are no strong positive clusters; most product attributes either lack sentiment data or are marked as needing improvement.

Clusters of concern are evident in the Taste column, where **Breakfast, Lunch, and Liquors And Cocktails** all require urgent attention. The Availability attribute for **Breakfast** is also a consistent weak spot. There are no outliers with positive sentiment, and the overall pattern suggests widespread dissatisfaction or lack of feedback.

#### Key improvement areas

- Address urgent issues with Breakfast, especially Availability and Taste
- Improve Taste for Lunch and Liquors And Cocktails
- Enhance Presentation for Late Night Snacks and Breakfast
- Increase feedback collection for products with "No sentiment" to identify hidden issues

Immediate next steps include conducting a focused review of the Breakfast offering, prioritizing improvements in both Availability and Taste. Launch targeted surveys or feedback initiatives for products with missing sentiment data to better understand customer perceptions. Finally, collaborate with culinary and service teams to address Presentation concerns for Late Night Snacks and Breakfast.

Category details heatmap

| | Availability | Presentation | Taste |
|---|---|---|---|
| Beverages | • | • | 🟡 |
| Breakfast | 🔴 | 🟡 | 🔴 |
| Buffet | 🟡 | • | • |
| Coffee And Tea | 🟡 | • | • |
| Dinner | • | • | 🟡 |
| Late Night Snacks | • | 🔴 | • |
| Liquors And Cocktails | • | • | 🔴 |
| Lunch | • | • | 🔴 |

## 3. CATEGORY ANALYSIS

### 3.5 EMPLOYEES

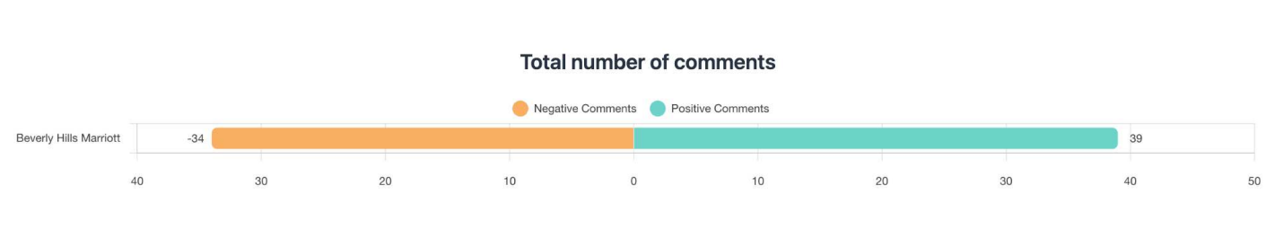
The employee category shows a strong concentration of **positive mentions** for individual team members such as SAIF, JESUS, and LIZABETH VARGAS, each receiving multiple positive mentions and no negatives. This suggests that these employees are consistently delivering excellent service and making a positive impact on customer experiences. Several other individuals, including JANAE, LAURA, and GREGG, also received **positive feedback** without any negative mentions, indicating a generally favorable perception of most named employees.

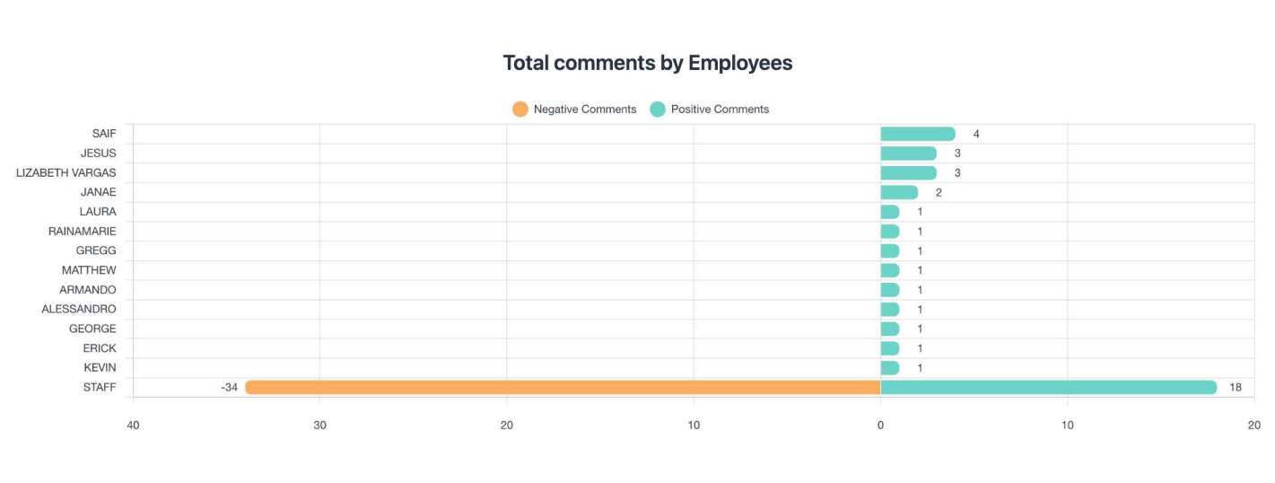
However, there is a significant cluster of **negative mentions** associated with the STAFF subcategory, which received 34 negative mentions compared to 18 positives. This points to broader issues with overall staff interactions or service consistency, as opposed to specific individuals. The contrast between the strong individual performance and the weaker general staff sentiment highlights a need for improvement at the team or process level.

#### Key improvement areas

- Address the high volume of **negative feedback** related to general staff interactions.
- Enhance consistency in service delivery across all staff members.
- Identify and resolve common pain points in staff-customer interactions.

Next steps should include targeted training for all staff to reinforce best practices demonstrated by top-performing individuals, implementing regular feedback sessions to monitor progress, and reviewing current processes to eliminate sources of negative experiences. Recognizing and sharing the approaches of highly praised employees can help raise the overall standard of service.


Total number of comments


Total comments by Employees

### 3.5.2 EMPLOYEES - TRENDS

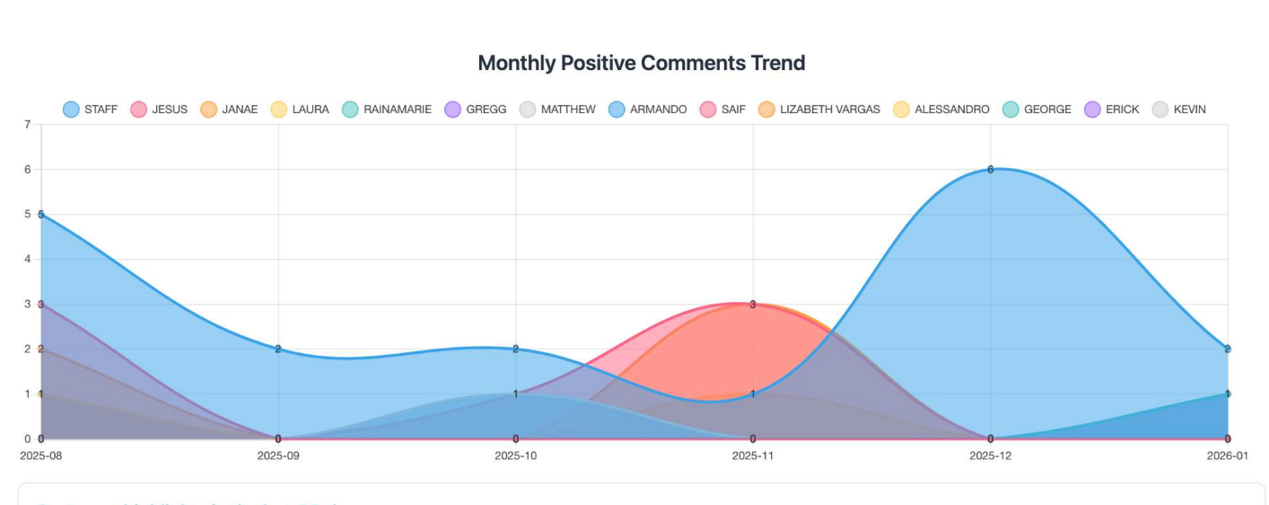
In January 2026, employee-related sentiment showed **notable improvement** compared to December. Positive mentions for "STAFF" increased, while negative mentions decreased to their lowest point in six months. The emergence of new positive mentions for individuals such as "GEORGE," "ERICK," and "KEVIN" also contributed to this upward trend. Highlights included **fast friendly service, friendly service, and prompt car delivery.**

On the negative side, there was a **continued reduction in negative feedback** for "STAFF," dropping from 4 to 2 mentions. However, issues such as **unhappy service** and **gave broken machine** were still noted, indicating areas that require further attention.

#### Key improvement areas

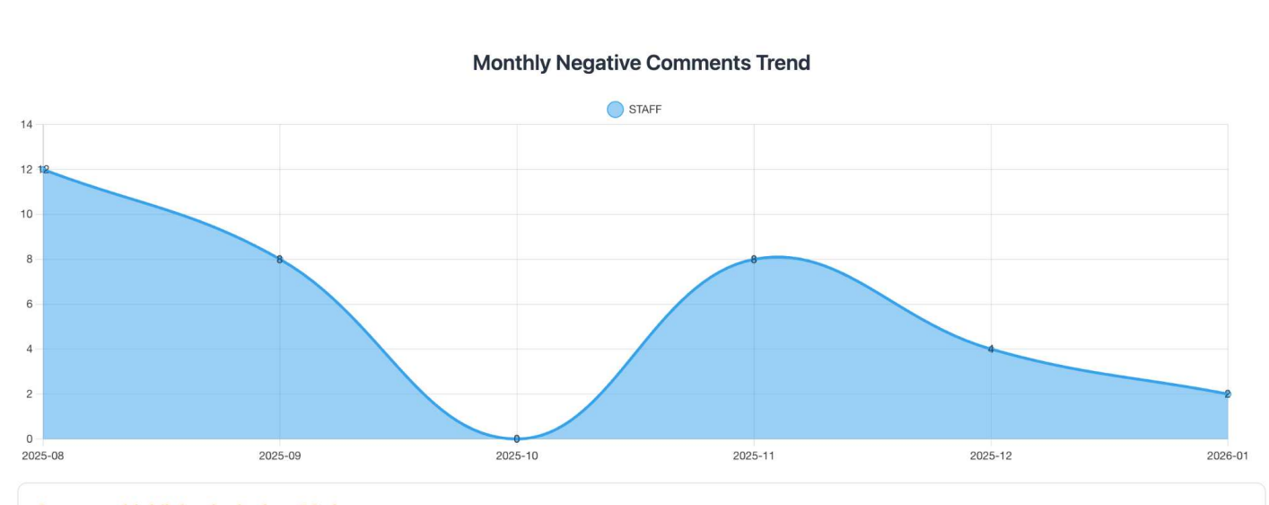
- Continue to reinforce positive staff behaviors that drive friendly and prompt service
- Address and resolve service dissatisfaction to prevent recurrence of negative experiences
- Investigate and rectify issues related to equipment or product quality

To sustain these improvements, recognize and reward employees who receive positive feedback, provide targeted training to address service gaps, and implement a follow-up process for customers reporting equipment issues. This approach will help maintain momentum in positive sentiment and further reduce negative experiences.


Monthly Positive Comments Trend

**Customer highlights in the last 30 days**

Fast Friendly Service, Friendly Service, Prompt Car Delivery


Monthly Negative Comments Trend

**Customer highlights in the last 30 days**

Unhappy Service, Gave Broken Machine

### 3.5.3 EMPLOYEES - HEATMAP

The sentiment heatmap for employees reveals a strong cluster of **positive sentiment in Politeness** across nearly all individuals, with additional strengths in **Problem Solving** and **Timeliness** for JESUS and LIZABETH VARGAS. SAIF stands out with **Good sentiment in Communication, Politeness, and Problem Solving**. However, the STAFF aggregate row is a clear outlier, showing **Urgent attention needed in Communication, Problem Solving, and Timeliness**, as well as **Needs improvement in Knowledge and Expertise and Politeness**.

Most employees have no sentiment data for Communication and Knowledge and Expertise, except for LIZABETH VARGAS and SAIF, who show positive results in these areas. The consistent weak spots are found in the STAFF row, indicating systemic issues that require immediate action.

#### Key improvement areas

- **Communication for STAFF**
- **Problem Solving for STAFF**
- **Timeliness for STAFF**
- **Politeness and Knowledge and Expertise for STAFF**

Next steps: Prioritize targeted training and support for STAFF in the areas flagged for urgent attention. Recognize and leverage the strengths of employees like SAIF, JESUS, and LIZABETH VARGAS to mentor others. Increase data collection for Communication and Knowledge and Expertise across all employees to better identify further improvement opportunities.

Category details heatmap

| | Communication | Knowledge and Expertise | Politeness | Problem Solving | Timeliness |
|---|---|---|---|---|---|
| ALESSANDRO | • | • | 🟢 | • | • |
| ARMANDO | • | • | 🟢 | • | • |
| ERICK | • | • | 🟢 | • | • |
| GEORGE | • | • | 🟢 | • | • |
| GREGG | • | • | 🟢 | • | • |
| JANAE | • | • | 🟢 | 🟢 | • |
| JESUS | • | • | 🟢 | 🟢 | 🟢 |
| KEVIN | • | • | 🟢 | • | • |
| LAURA | • | • | 🟢 | • | • |
| LIZABETH VARGAS | • | 🟢 | 🟢 | • | 🟢 |
| MATTHEW | • | • | 🟢 | • | • |
| RAINAMARIE | • | • | 🟢 | • | • |
| SAIF | 🟢 | • | 🟢 | 🟢 | • |
| STAFF | 🔴 | 🟡 | 🟡 | 🔴 | 🔴 |

## 3. CATEGORY ANALYSIS

### 3.6 BEHAVIOURS

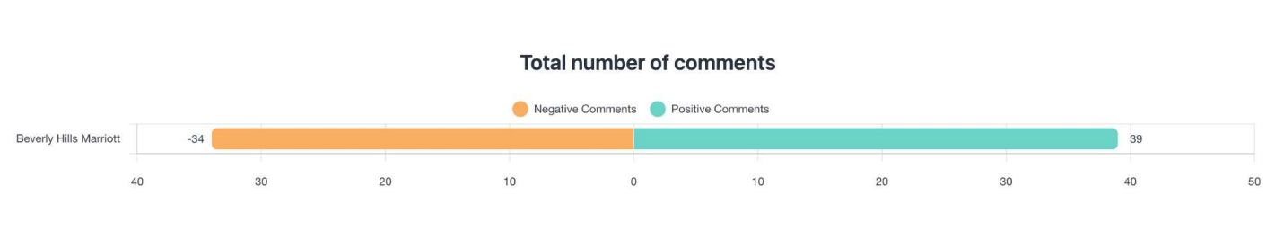
The strongest positive sentiment within the behaviours category is concentrated in **Politeness**, which received a notably high number of positive mentions compared to negatives. **Problem Solving** and **Timeliness** stand out as areas with higher negative sentiment, indicating recurring customer dissatisfaction. **Communication** also shows a negative trend, with more negative than positive mentions.

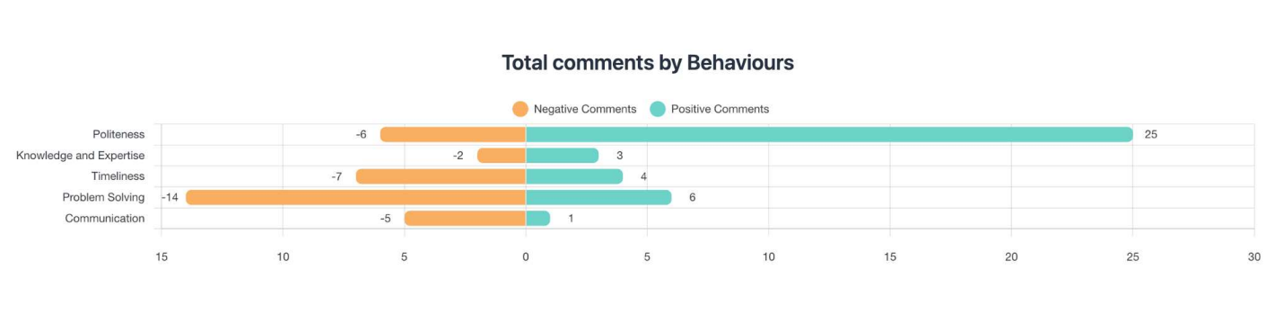
While **Politeness** is a clear strength, the data highlights that **Problem Solving** and **Timeliness** are the weakest subcategories, both with significantly more negative mentions than positive. **Communication** also requires attention due to its negative sentiment ratio.

#### Key improvement areas

- Enhance **problem-solving skills** through targeted training and scenario-based workshops.
- Implement process changes to improve **timeliness** in customer interactions.
- Provide communication coaching to address **communication** gaps.

Next steps should include launching a training program focused on effective problem resolution and timely service delivery. Review current workflows to identify bottlenecks affecting timeliness, and introduce regular communication skill-building sessions for staff. Monitoring progress in these areas will be essential to reversing negative sentiment trends and improving overall customer experience.


Total number of comments


Total comments by Behaviours

### 3.6.2 BEHAVIOURS - TRENDS

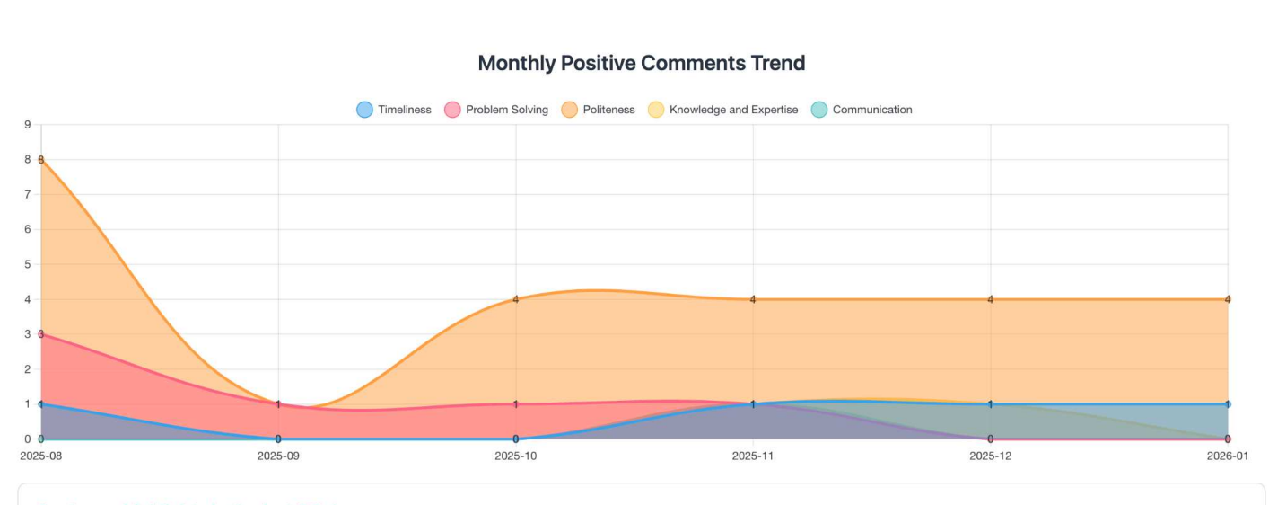
In January 2026, customer sentiment regarding behaviours remained relatively stable compared to December 2025. **Politeness continued to receive consistent positive mentions**, indicating that staff friendliness is a sustained strength, as reflected in highlights such as "Fast Friendly Service" and "Friendly Service." Additionally, **Timeliness and Knowledge and Expertise maintained positive feedback with no new negatives reported.**

However, the biggest worsening trend was seen in **Politeness, which received a negative mention after a period with none**. Negative feedback also included "Unhappy Service" and "Gave Broken Machine," suggesting isolated incidents affecting overall perception. While **negative mentions for Timeliness and Communication dropped to zero**, the return of a negative mention for Politeness highlights an area needing renewed attention.

#### Key improvement areas

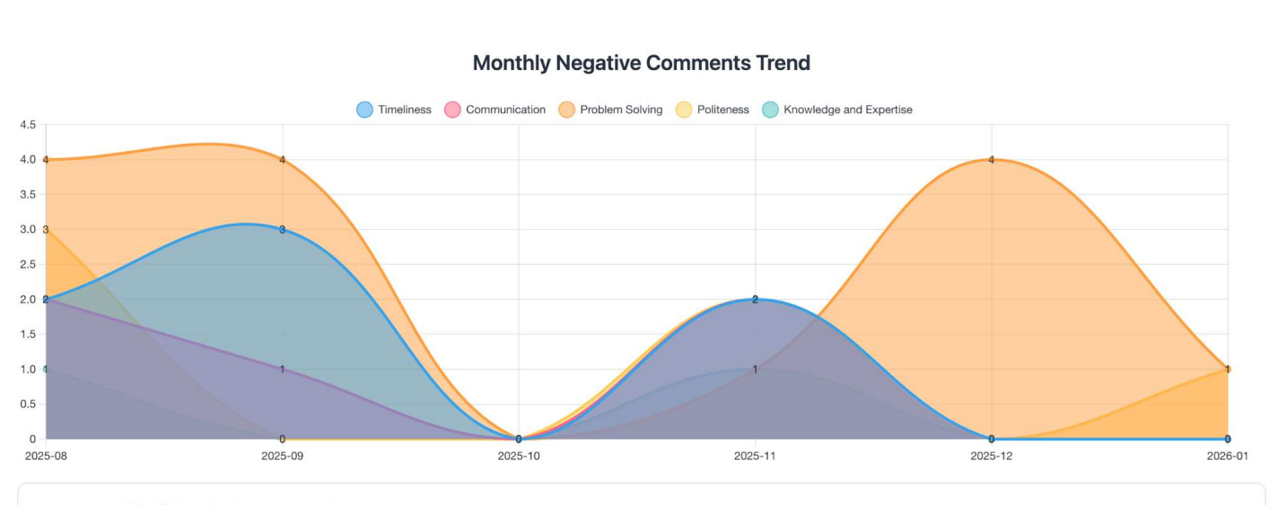
- Address the causes behind negative experiences related to politeness
- Continue reinforcing positive behaviours in timeliness and communication
- Investigate and resolve issues leading to negative service highlights

To sustain improvements, provide targeted training on customer interaction, especially focusing on politeness. Monitor feedback closely to quickly address any recurring negative themes. Reinforce and recognize positive behaviours to maintain high standards across all behavioural categories.


Monthly Positive Comments Trend

**Customer highlights in the last 30 days**

Fast Friendly Service, Friendly Service, Prompt Car Delivery


Monthly Negative Comments Trend

**Customer highlights in the last 30 days**

Unhappy Service, Gave Broken Machine

### 3.6.3 BEHAVIOURS - HEATMAP

The sentiment heatmap for behaviours reveals that **Politeness** is consistently rated as "Good" across nearly all individual employees, with additional strengths in **Problem Solving** and **Timeliness** for JESUS, LIZABETH VARGAS, and SAIF. LIZABETH VARGAS also stands out for positive feedback in **Knowledge and Expertise**. SAIF is the only employee recognized for "Good" sentiment in **Communication**.

In contrast, the STAFF aggregate row displays significant concerns, with **Urgent attention** required in **Communication**, **Problem Solving**, and **Timeliness**, and **Needs improvement** flagged for **Knowledge and Expertise** and **Politeness**. These weak spots are clustered in the STAFF summary, indicating broader team-level issues rather than individual deficiencies.

#### Key improvement areas

- Address **Communication** gaps at the team level
- Improve **Problem Solving** and **Timeliness** for STAFF
- Enhance **Knowledge and Expertise** and **Politeness** consistency across the team

Next steps include conducting targeted training sessions focused on communication and problem solving for the entire team, reviewing staff processes to identify bottlenecks affecting timeliness, and implementing regular feedback mechanisms to monitor progress in the flagged areas.

Category details heatmap

| | Communication | Knowledge and Expertise | Politeness | Problem Solving | Timeliness |
|---|---|---|---|---|---|
| ALESSANDRO | • | • | 🟢 | • | • |
| ARMANDO | • | • | 🟢 | • | • |
| ERICK | • | • | 🟢 | • | • |
| GEORGE | • | • | 🟢 | • | • |
| GREGG | • | • | 🟢 | • | • |
| JANAE | • | • | 🟢 | 🟢 | • |
| JESUS | • | • | 🟢 | 🟢 | 🟢 |
| KEVIN | • | • | 🟢 | • | • |
| LAURA | • | • | 🟢 | • | • |
| LIZABETH VARGAS | • | 🟢 | 🟢 | • | 🟢 |
| MATTHEW | • | • | 🟢 | • | • |
| RAINAMARIE | • | • | 🟢 | • | • |
| SAIF | 🟢 | • | 🟢 | 🟢 | • |
| STAFF | 🔴 | 🟡 | 🟡 | 🔴 | 🔴 |