

zAnta Boutique Hotel

Case Data

Exhibit 1 – Room Occupancy Rates – Mar 2014-Feb 2015

Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
351	303	360	405	379	362	288	259	252	230	254	219

Exhibit 2 – Customer Surveys and Satisfaction Ratings

	Number of Customer Complaints			
	Mar – May 2014	Jun-Aug 2014	Sep – Nov 2014	Dec 2014 – Feb 2015
Staff Attitude	5	10	25	33
Language & Communication related	2	8	11	15
Room Service	3	6	13	12
Room Hygiene	2	5	6	8
-	-	-	-	-
Average Customer Satisfaction Ratings	85%	50%	45%	50%

Exhibit 3 – Staff Satisfaction Survey Results

	Mar – May 2014	Jun-Aug 2014	Sep – Nov 2014	Dec 2014 – Feb 2015
Staff Satisfaction	87%	73%	58%	53%

Exhibit 4 – Staff Levels

	Mar – May 2014	Jun-Aug 2014	Sep – Nov 2014	Dec 2014 – Feb 2015
No of Old Staff Resignations	1	0	1	2
No of New Recruits Resignations	5	15	20	19
New Recruits Required	6	13	16	22
Staff Numbers	72	70	65	66

