Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel

			Total Cha	madas_	Atendidas	Total Chama	das <u>Ab</u>	andonada <u>s</u>	Total Chama	adas So	obrepostas						
Date / Service Name	Start Period	Total Chamadas	#		%	#	T	%	#	T	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
01-08-2018		77	68	Ø	88.3%	3	②	3.9%	6	②	7.8%	00:00:15	00:00:09	00:27:48	00:04:23	00:00:14	00:00:10
GrdRealSantaE	ulalia	40	33	<u> </u>	82.5%	3	2	7.5%	4	<u> </u>	10.0%	00:00:15	00:00:08	00:27:48	00:04:36	00:00:18	00:00:10
	09:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:14	00:00:14	00:09:53	00:09:12	00:00:14	00:00:14
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:02:08	00:02:08	00:00:07	00:00:07
	11:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:06	00:12:00	00:04:14	00:00:06	00:00:06
	12:00:00	7	7	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:09:37	00:04:17	00:00:12	00:00:12
	13:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:07	00:06:17	00:03:20	00:00:07	00:00:07
	14:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:09	00:07:15	00:05:11	00:00:09	00:00:09
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:01:39	00:01:39	00:00:09	00:00:09
	16:00:00	5	4	()	80.0%	1	8	20.0%	0	Ø	0.0%	00:00:15	00:00:10	00:27:48	00:07:21	00:00:13	00:00:15
	17:00:00	8	7	Ø	87.5%	0	Ø	0.0%	1	()	12.5%	00:00:15	00:00:07	00:11:44	00:03:08	00:00:10	00:00:10
	18:00:00	5	0	(X)	0.0%	2	8	40.0%	3	(X)	60.0%	00:00:15	00:00:08	00:00:00	00:00:00	00:01:14	00:00:00
RealBellavistaH	otel	13	13	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:08	00:12:29	00:03:22	00:00:09	00:00:09
	11:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:01:10	00:01:10	00:00:05	00:00:05
	12:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:02:20	00:02:20	00:00:09	00:00:09
	13:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:04:03	00:03:02	00:00:16	00:00:16
	14:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:12:29	00:06:10	00:00:08	00:00:08
	15:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:00:52	00:00:52	00:00:07	00:00:07
	16:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:07	00:03:45	00:02:31	00:00:07	00:00:07
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:05:04	00:03:38	00:00:12	00:00:12
RealMarinaHote	el/Resi	24	22		91.7%	0		0.0%	2		8.3%	00:00:15	00:00:10	00:23:53	00:04:38	00:00:11	00:00:11
	09:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:03	00:00:03	00:02:19	00:02:19	00:00:03	00:00:03
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:00:49	00:00:49	00:00:06	00:00:06
	11:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:12	00:08:02	00:07:26	00:00:12	00:00:12
	12:00:00	5	4		80.0%	0		0.0%	1	(X)	20.0%	00:00:13	00:00:11	00:06:10	00:02:39	00:00:12	00:00:11
	13:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:05:12	00:05:12	00:00:09	00:00:09
	14:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:04:21	00:04:21	00:00:04	00:00:04
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:01:55	00:01:55	00:00:11	00:00:11
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:01:23	00:01:23	00:00:19	00:00:19
	17:00:00	5	5		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:15:25	00:05:00	00:00:16	00:00:16
	18:00:00	5	4		80.0%	0	Ø	0.0%	1	(S)	20.0%	00:00:13	00:00:10	00:23:53	00:07:02	00:00:09	00:00:10
02-08-2018	10.00.00				88.8%	4		4.5%			6.7%	00:00:15	00:00:10	00:22:59	00:04:53	00:00:14	00:00:11
GrdRealSantaE	ulalia	89 43	79	O	95.3%		O	2.3%	6	O	2.3%	00:00:15	00:00:10	00:19:40	00:04:57	00:00:11	00:00:11
	09:00:00	43 4	41 4		100.0%	0	9	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:13:33	00:06:49	00:00:11	00:00:11
	10:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:11	00:05:16	00:03:06	00:00:11	00:00:11
	11:00:00	10	10	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:10	00:06:54	00:03:01	00:00:10	00:00:10
	12:00:00	4	3		75.0%	1	S	25.0%	0	Ø	0.0%	00:00:13	00:00:11	00:19:40	00:03:01	00:00:12	00:00:12
	13:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:06	00:16:11	00:11:31	00:00:12	00:00:13
	14:00:00	3	3		100.0%	0	3	0.0%	0	Ø	0.0%	00:00:12	00:00:11	00:10:11	00:12:13	00:00:11	00:00:11
	15:00:00	7	7	Ø	100.0%	0	3	0.0%	0	Ø	0.0%	00:00:12	00:00:11	00:10:44	00:03:37	00:00:11	00:00:11
		5		Ø	100.0%		9	0.0%		Ø	0.0%	00:00:15					
	16:00:00	ວ	5		100.0%	0		0.0%	0		0.0%	00.00.15	00:00:09	00:11:04	00:03:28	00:00:14	00:00:14

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	17:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:09	00:17:44	00:09:03	00:00:09	00:00:09
	18:00:00	2	1		50.0%	0	Ø	0.0%	1	8	50.0%	00:00:11	00:00:09	00:17:44	00:09:03	00:00:09	00:00:09
RealBellavistaHe			-			-			-								
Realbellavistan	09:00:00	14 3	13 3		92.9% 100.0%	0		0.0%	0	⊘	7.1% 0.0%	00:00:15 00:00:15	00:00:10 00:00:13	00:15:26 00:06:06	00:04:54 00:04:24	00:00:11 00:00:13	00:00:11 00:00:13
		1		O	100.0%		Ø	0.0%	1	Ø							
	10:00:00		1	O		0			0		0.0%	00:00:11	00:00:11	00:00:37	00:00:37	00:00:11	00:00:11
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:08	00:15:26	00:13:19	00:00:08	00:00:08
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:04:06	00:02:44	00:00:08	00:00:08
	14:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:14	00:01:09	00:01:09	00:00:12	00:00:12
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:08	00:04:50	00:02:12	00:00:14	00:00:14
	16:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:14	00:00:14	00:10:00	00:10:00	00:00:14	00:00:14
	18:00:00	1	0		0.0%	0		0.0%	1		100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHote		32	25	()	78.1%	3	O	9.4%	4	()	12.5%	00:00:15	00:00:10	00:22:59	00:04:44	00:00:18	00:00:10
	10:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:08	00:09:00	00:03:54	00:00:08	00:00:08
	11:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:12:30	00:04:16	00:00:08	00:00:08
	13:00:00	9	2	8	22.2%	3	8	33.3%	4	8	44.4%	00:00:15	00:00:14	00:00:50	00:00:26	00:00:41	00:00:13
	14:00:00	7	7	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:14:28	00:04:25	00:00:11	00:00:11
	15:00:00	4	4	9	100.0%	0		0.0%	0	9	0.0%	00:00:10	00:00:07	00:22:59	00:09:32	00:00:07	00:00:07
	16:00:00	1	1	9	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:05:40	00:05:40	00:00:11	00:00:11
	17:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:02:08	00:02:08	00:00:23	00:00:23
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:04:36	00:04:36	00:00:07	00:00:07
03-08-2018		65	59	②	90.8%	3		4.6%	3		4.6%	00:00:17	00:00:09	00:12:39	00:03:45	00:00:14	00:00:12
GrdRealSantaEu		35	32	②	91.4%	1		2.9%	2	②	5.7%	00:00:17	00:00:10	00:12:00	00:04:12	00:00:16	00:00:13
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:05:59	00:05:59	00:00:10	00:00:10
	10:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:12:00	00:06:47	00:00:13	00:00:13
	11:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:04:34	00:03:30	00:00:13	00:00:13
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	80:00:00	80:00:00	00:10:23	00:05:46	00:00:09	00:00:09
	13:00:00	4	2		50.0%	0		0.0%	2		50.0%	00:00:09	00:00:09	00:07:43	00:06:57	80:00:00	00:00:09
	14:00:00	6	6		100.0%	0		0.0%	0		0.0%	00:00:17	00:00:11	00:06:42	00:03:51	00:00:16	00:00:16
	15:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:07	00:05:07	00:02:21	80:00:00	00:00:08
	16:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:03:55	00:02:27	00:00:13	00:00:13
	17:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:08:20	00:05:14	00:00:13	00:00:13
	18:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:02:52	00:02:26	00:00:18	00:00:18
	19:00:00	1	0		0.0%	1	8	100.0%	0		0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:32	00:00:00
RealBellavistaH	otel	10	10	②	100.0%	0		0.0%	0	②	0.0%	00:00:11	00:00:07	00:07:22	00:02:09	00:00:07	00:00:07
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:01:45	00:01:45	00:00:10	00:00:10
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:00:51	00:00:51	00:00:07	00:00:07
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:01:43	00:01:43	00:00:06	00:00:06
		2	_		400.00/	0		0.0%	0		0.0%	00:00:06	00:00:06	00:00:48	00:00:46	00:00:06	00:00:06
	14:00:00	2	2		100.0%												00.00.40
	14:00:00 15:00:00	2	2	S	100.0%	0		0.0%	0		0.0%	00:00:11	00:00:10	00:04:24	00:02:54	00:00:10	00:00:10
							Ø	0.0%	0	Ø	0.0%	00:00:11 00:00:07	00:00:10 00:00:06	00:04:24 00:07:22	00:02:54 00:04:18	00:00:10 00:00:06	00:00:10
	15:00:00	2	2	Ø	100.0%	0											
RealMarinaHote	15:00:00 16:00:00 17:00:00	2	2	Ø	100.0% 100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:07:22	00:04:18	00:00:06	00:00:06
RealMarinaHote	15:00:00 16:00:00 17:00:00	2 2 1	2 2 1	S	100.0% 100.0% 100.0%	0 0 0	Ø	0.0%	0	Ø	0.0%	00:00:07 00:00:07	00:00:06 00:00:07	00:07:22 00:01:20	00:04:18 00:01:20	00:00:06 00:00:07	00:00:06 00:00:07
RealMarinaHote	15:00:00 16:00:00 17:00:00	2 2 1 20	2 2 1 17	9	100.0% 100.0% 100.0% 85.0%	0 0 0 2		0.0% 0.0% 10.0%	0 0 1	Ø	0.0% 0.0% 5.0%	00:00:07 00:00:07 00:00:17	00:00:06 00:00:07 00:00:10	00:07:22 00:01:20 00:12:39	00:04:18 00:01:20 00:03:47	00:00:06 00:00:07 00:00:14	00:00:06 00:00:07 00:00:12
RealMarinaHote	15:00:00 16:00:00 17:00:00 el/Resi 09:00:00	2 2 1 20 2	2 2 1 17 2	9 9 9 9 9 9	100.0% 100.0% 100.0% 85.0% 100.0%	0 0 0 2 0		0.0% 0.0% 10.0% 0.0%	0 0 1 0	Ø Ø	0.0% 0.0% 5.0% 0.0%	00:00:07 00:00:07 00:00:17 00:00:11	00:00:06 00:00:07 00:00:10 00:00:10	00:07:22 00:01:20 00:12:39 00:04:24	00:04:18 00:01:20 00:03:47 00:02:38	00:00:06 00:00:07 00:00:14 00:00:10	00:00:06 00:00:07 00:00:12 00:00:10
RealMarinaHote	15:00:00 16:00:00 17:00:00 21/Resi 09:00:00 11:00:00	2 2 1 20 2 2	2 2 1 17 2 2	9 9 9 9	100.0% 100.0% 100.0% 85.0% 100.0%	0 0 0 2 0		0.0% 0.0% 10.0% 0.0% 0.0%	0 0 1 0	Ø Ø Ø	0.0% 0.0% 5.0% 0.0%	00:00:07 00:00:07 00:00:17 00:00:11 00:00:14	00:00:06 00:00:07 00:00:10 00:00:10 00:00:12	00:07:22 00:01:20 00:12:39 00:04:24 00:02:26	00:04:18 00:01:20 00:03:47 00:02:38 00:02:10	00:00:06 00:00:07 00:00:14 00:00:10 00:00:12	00:00:06 00:00:07 00:00:12 00:00:10 00:00:12
RealMarinaHote	15:00:00 16:00:00 17:00:00 17:00:00 11:00:00 13:00:00	2 2 1 20 2 2 2	2 2 1 17 2 2 2	0	100.0% 100.0% 100.0% 85.0% 100.0% 100.0%	0 0 0 2 0 0		0.0% 0.0% 10.0% 0.0% 0.0%	0 0 1 0 0	ØØØØØ	0.0% 0.0% 5.0% 0.0% 0.0%	00:00:07 00:00:07 00:00:17 00:00:11 00:00:14 00:00:14	00:00:06 00:00:07 00:00:10 00:00:10 00:00:12 00:00:12	00:07:22 00:01:20 00:12:39 00:04:24 00:02:26 00:12:39	00:04:18 00:01:20 00:03:47 00:02:38 00:02:10 00:07:18	00:00:06 00:00:07 00:00:14 00:00:10 00:00:12	00:00:06 00:00:07 00:00:12 00:00:10 00:00:12

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	17:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:03:55	00:02:15	00:00:06	00:00:06
	18:00:00	3	1	8	33.3%	1	(X)	33.3%	1	(X)	33.3%	00:00:15	00:00:10	00:02:12	00:02:12	00:00:21	00:00:20
04-08-2018		41	16	(X)	39.0%	3		7.3%	22	(53.7%	00:00:15	00:00:10	00:25:46	00:07:32	00:00:18	00:00:16
GrdRealSantaEulal	lia	22	10	⊗	45.5%	2		9.1%	10	8	45.5%	00:00:15	00:00:10	00:25:46	00:08:50	00:00:18	00:00:14
	09:00:00	5	1	8	20.0%	1	8	20.0%	3	8	60.0%	00:00:15	00:00:10	00:01:50	00:01:50	00:00:14	00:00:09
	10:00:00	5	1	(X)	20.0%	1	8	20.0%	3	S	60.0%	00:00:15	00:00:10	00:18:09	00:18:09	00:00:35	00:00:06
	11:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:25:46	00:25:46	00:00:12	00:00:12
	12:00:00	3	2		66.7%	0		0.0%	1	8	33.3%	00:00:15	00:00:09	00:02:30	00:02:01	00:00:13	00:00:17
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:03	00:00:03	00:06:31	00:06:31	00:00:03	00:00:03
	14:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:07:03	00:07:03	00:00:31	00:00:31
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Service Performance Report

	14:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:10	00:03:29	00:01:41	00:00:09	00:00:09
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:08	00:02:30	00:01:35	00:00:08	00:00:08
	16:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:03:55	00:01:57	00:00:13	00:00:13
	17:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:11:46	00:05:03	00:00:21	00:00:21
	18:00:00	2	0	8	0.0%	0		0.0%	2	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
07-08-2018		81	73		90.1%	0		0.0%	8		9.9%	00:00:15	00:00:09	00:17:22	00:03:48	00:00:12	00:00:12
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	09:00:00	7	7		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:10:25	00:04:50	00:00:13	00:00:13
	10:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:10:40	00:06:04	00:00:14	00:00:14
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:05:00	00:03:46	00:00:10	00:00:10
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	13:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:11	00:02:20	00:01:58	00:00:11	00:00:11
	14:00:00	7	7		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:08	00:11:37	00:04:18	00:00:08	00:00:08
	15:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:12	00:07:47	00:05:39	00:00:20	00:00:20
	16:00:00	6	6		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:12	00:17:22	00:06:58	00:00:11	00:00:20
	17:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:10	00:02:49	00:02:34	00:00:11	00:00:11
	18:00:00	10	4	S	40.0%	0	Ø	0.0%	6	8	60.0%	00:00:10	00:00:10	00:06:32	00:05:23	00:00:14	00:00:08
RealBellavistaHo																	
Realbellavistano		21	20		95.2%	0		0.0%	1	⊘	4.8%	00:00:15	00:00:09	00:06:49	00:02:22	00:00:12	00:00:12
	09:00:00	3	2		66.7%	0		0.0%	1		33.3%	00:00:11	00:00:07	00:06:00	00:02:29	00:00:07	00:00:10
	10:00:00	7	7	9	100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:09	00:06:49	00:02:26	00:00:09	00:00:09
	11:00:00	2	2	9	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:07	00:03:17	00:02:02	00:00:10	00:00:10
	12:00:00	2	2	9	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:02:15	00:01:58	00:00:29	00:00:29
	14:00:00	1	1	9	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:04:34	00:04:34	00:00:13	00:00:13
	15:00:00	1	1	9	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	80:00:00	00:01:59	00:01:20	00:00:12	00:00:12
	16:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:06:20	00:02:19	00:00:20	00:00:20
	17:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:06	00:00:04	00:02:23	00:01:40	00:00:07	00:00:07
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:12	00:04:58	00:04:58	00:00:12	00:00:12
RealMarinaHotel/	/Resi	13	13	②	100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:09	00:15:47	00:03:14	00:00:12	00:00:12
	09:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:05	00:15:47	00:09:46	00:00:06	00:00:06
	10:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:10	00:05:40	00:02:44	00:00:10	00:00:10
	13:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:02:48	00:01:50	00:00:13	00:00:13
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:01:59	00:01:55	00:00:14	00:00:14
	15:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:02:57	00:02:57	00:00:09	00:00:09
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:01:53	00:01:52	00:00:08	00:00:08
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:14	00:02:08	00:02:08	00:00:29	00:00:29
08-08-2018		56	54	②	96.4%	1	②	1.8%	1	②	1.8%	00:00:16	00:00:09	00:09:12	00:02:58	00:00:10	00:00:10
GrdRealSantaEu	lalia	29	27	Ø	93.1%	1	②	3.4%	1	②	3.4%	00:00:15	00:00:09	00:09:12	00:03:10	00:00:10	00:00:10
	09:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:09	00:00:08	00:02:08	00:01:24	00:00:08	00:00:08
	10:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:08	00:06:17	00:02:35	00:00:09	00:00:09
	11:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:09	00:09:12	00:04:55	00:00:10	00:00:10
	12:00:00	2	1	(1)	50.0%	0	Ø	0.0%	1	8	50.0%	00:00:03	00:00:03	00:01:37	00:01:37	00:00:10	00:00:03
	13:00:00	3	3	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:12	00:00:09	00:04:25	00:03:33	00:00:09	00:00:09
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:05:04	00:05:04	00:00:23	00:00:23
	16:00:00	4	3	(1)	75.0%	1	(X)	25.0%	0	Ø	0.0%	00:00:15	00:00:09	00:03:28	00:01:44	00:00:12	00:00:09
	17:00:00	5	5		100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:07:05	00:03:21	00:00:10	00:00:10
	17.00.00	•															
	18:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:07:50	00:04:34	00:00:14	00:00:14
RealBellavistaHo	18:00:00					0	⊘	0.0%	0 0	⊘	0.0% 0.0%	00:00:15 00:00:15	00:00:08 00:00:09	00:07:50 00:06:50	00:04:34 00:02:53	00:00:14 00:00:11	00:00:14 00:00:11

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Service Performance Report

	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:10	00:06:50	00:04:24	00:00:10	00:00:10
	11:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:10	00:00:34	00:00:34	00:00:10	00:00:10
	12:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:08	00:02:27	00:02:27	00:00:09	00:00:11
	16:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:00	00:00:09	00:01:29	00:02:27	00:00:09	00:00:09
	17:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:58	00:00:58	00:00:06	00:00:06
RealMarinaHote		·	-											00:06:46	00:02:41	00:00:09	00:00:00
Nealwal IIIai lote	09:00:00	19 2	19		100.0% 100.0%	0	⊘	0.0% 0.0%	0		0.0% 0.0%	00:00:16 00:00:10	00:00:08 00:00:10	00:00:40	00:02:41	00:00:10	00:00:10
	10:00:00	2	2	O	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:02:05	00:02:04	00:00:10	00:00:08
	11:00:00	1	1	Ø	100.0%	0	0	0.0%	0	Ø	0.0%	00:00:14	00:00:10	00:02:03	00:01:48	00:00:08	00:00:21
	12:00:00	6	6	Ø	100.0%	0	O	0.0%	0	Ø	0.0%	00:00:13	00:00:06	00:02:23	00:02:58	00:00:06	00:00:06
	13:00:00	2	2	S	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:00	00:03:32	00:02:38	00:00:00	00:00:00
	14:00:00	3	3	O	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:11	00:00:10	00:02:34	00:02:20	00:00:10	00:00:10
		1	1	O	100.0%	0	9			9							
	15:00:00 16:00:00	1	1		100.0%	0		0.0%	0	9	0.0%	00:00:08	00:00:08	00:03:37	00:03:37	00:00:09	00:00:09
				Ø			S			9							
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:12	00:03:39	00:03:39	00:00:12	00:00:12
09-08-2018 GrdRealSantaE	ulalia	68	49		72.1%	0		0.0%	19	(S)	27.9%	00:00:16	00:00:09	00:44:21 00:44:21	00:04:27 00:06:11	00:00:11 00:00:11	00:00:12 00:00:10
Grukeaisailtaei	09:00:00	35	22 1		62.9% 100.0%	0	⊘	0.0% 0.0%	13	⊗	37.1% 0.0%	00:00:16 00:00:16	00:00:09 00:00:12	00:44.21	00:00:11	00:00:11	00:00:10
		2	2							9							
	10:00:00	1		O	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:11	00:00:10	00:04:21	00:04:19	00:00:10	00:00:10
	11:00:00	·	1			0			0	9		00:00:12	00:00:12	00:02:24	00:02:24	00:00:12	00:00:12
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:05:31	00:03:42	00:00:16	00:00:16
	13:00:00	5	4		80.0%	0	_	0.0%	1	8	20.0%	00:00:11	00:00:07	00:10:21	00:05:41	00:00:07	00:00:08
	14:00:00	3	3		100.0%	0	9	0.0%	0	Ø	0.0%	00:00:11	00:00:08	00:10:13	00:04:21	00:00:09	00:00:09
	15:00:00	5	5		100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:04:44	00:03:25	00:00:08	00:00:08
	16:00:00	2	2	Ø	100.0%	0		0.0%	0	9	0.0%	00:00:11	00:00:09	00:05:44	00:04:56	00:00:09	00:00:09
	17:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:08	00:05:40	00:03:08	00:00:12	00:00:12
5 15 11 :	18:00:00	13	1	8	7.7%	0	Ø	0.0%	12	8	92.3%	00:00:08	00:00:08	00:44:21	00:44:21	00:00:13	00:00:08
RealBellavistaH		15	10	()	66.7%	0	Ø	0.0%	5	(3)	33.3%	00:00:15	00:00:10	00:07:21	00:02:42	00:00:14	00:00:18
	09:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:04:19	00:02:56	00:00:24	00:00:24
	10:00:00	1	1		100.0%	0	9	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:02:56	00:02:56	00:00:10	00:00:10
	12:00:00	2	1		50.0%	0		0.0%	1	8	50.0%	00:00:07	00:00:07	00:02:37	00:02:37	00:00:04	00:00:07
	13:00:00	4	0	8	0.0%	0	Ø	0.0%	4	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	14:00:00	1	1		100.0%	0		0.0%	0	9	0.0%	00:00:15	00:00:12	00:02:22	00:02:22	00:00:23	00:00:23
	15:00:00	3	3		100.0%	0		0.0%	0	9	0.0%	00:00:15	00:00:11	00:01:53	00:01:00	00:00:19	00:00:19
D 184	16:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:07:21	00:07:21	00:00:13	00:00:13
RealMarinaHote		18	17		94.4%	0	⊘	0.0%	1		5.6%	00:00:15	00:00:09	00:09:26	00:03:02	00:00:10	00:00:10
	09:00:00	3	2		66.7%	0	9	0.0%	1	S	33.3%	00:00:11	00:00:07	00:04:06	00:02:26	00:00:07	00:00:07
	10:00:00	2	2	Ø	100.0%	0	9	0.0%	0	9	0.0%	00:00:11	00:00:07	00:02:36	00:02:28	00:00:07	00:00:07
	11:00:00	3	3	S	100.0%	0		0.0%	0	9	0.0%	00:00:11	00:00:10	00:04:35	00:03:06	00:00:10	00:00:10
	13:00:00	1	1	S	100.0%	0		0.0%	0	9	0.0%	00:00:11	00:00:11	00:01:08	00:01:08	00:00:11	00:00:11
	14:00:00	2	2	Ø	100.0%	0		0.0%	0	9	0.0%	00:00:15	00:00:13	00:09:26	00:05:38	00:00:20	00:00:20
	15:00:00	2	2		100.0%	0		0.0%	0	9	0.0%	00:00:09	00:00:08	00:03:51	00:02:23	00:00:08	00:00:08
	16:00:00	2	2		100.0%	0		0.0%	0	9	0.0%	00:00:15	00:00:08	00:03:01	00:01:56	00:00:12	00:00:12
40.00.00	17:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00:00:09	00:00:08	00:05:00	00:03:51	00:00:08	00:00:08
10-08-2018	ulalia	51	51	Ø	100.0%	0	9	0.0%	0	2	0.0%	00:00:15	00:00:08	00:14:50	00:03:32	00:00:09	00:00:09
GrdRealSantaE		31	31		100.0%	0		0.0%	0	⊘	0.0%	00:00:15	00:00:09	00:08:51	00:03:13	00:00:10	00:00:10
	09:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:02:08	00:02:08	00:00:05	00:00:05
	10:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:09	00:06:43	00:05:08	00:00:09	00:00:09

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Service Performance Report

	11:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:07:11	00:02:34	00:00:10	00:00:10
	12:00:00	3	3		100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:10	00:02:06	00:01:27	00:00:18	00:00:18
	13:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:11	00:00:10	00:02:31	00:01:35	00:00:10	00:00:10
	14:00:00	5	5	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:08:51	00:03:26	00:00:09	00:00:09
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:07	00:04:24	00:02:32	00:00:10	00:00:10
	16:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:09	00:06:04	00:03:38	00:00:09	00:00:09
	17:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:10	80:00:00	00:04:47	00:03:29	00:00:08	80:00:00
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:08	80:00:00	00:08:28	00:08:28	00:00:08	00:00:08
RealBellavistaHo	otel	5	5	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:10	00:00:08	00:09:50	00:04:27	00:00:08	80:00:00
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:08	80:00:00	00:09:50	00:09:50	80:00:00	80:00:00
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	80:00:00	00:01:15	00:01:03	80:00:00	80:00:00
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:08:58	00:05:08	00:00:08	80:00:00
RealMarinaHotel	l/Resi	15	15	②	100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:07	00:14:50	00:03:52	00:00:08	00:00:08
	09:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:07	00:14:50	00:06:27	00:00:05	00:00:05
	10:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:09	00:04:00	00:01:54	00:00:07	00:00:07
	11:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:08	00:02:37	00:02:10	00:00:10	00:00:10
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:04:53	00:04:11	00:00:06	00:00:06
	13:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:09:19	00:03:33	00:00:09	00:00:09
	14:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:05:21	00:02:50	00:00:08	00:00:08
	17:00:00	1	1	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:10	00:00:10	00:01:57	00:01:57	00:00:10	00:00:10
	18:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:12:55	00:12:55	00:00:10	00:00:10
11-08-2018		45	18	(40.0%	2		4.4%	25	(3)	55.6%	00:00:15	00:00:08	00:09:03	00:03:09	00:00:15	00:00:11
GrdRealSantaEu	ılalia	31	10	8	32.3%	1	②	3.2%	20	(3)	64.5%	00:00:15	00:00:08	00:05:57	00:02:33	00:00:14	00:00:12
	10:00:00	2	1		50.0%	0		0.0%	1	(50.0%	00:00:05	00:00:05	00:03:47	00:03:47	00:00:09	00:00:05
	11:00:00	2	1	()	50.0%	0	Ø	0.0%	1	(S)	50.0%	00:00:13	00:00:13	00:04:00	00:04:00	00:00:08	00:00:13
	12:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:05:57	00:02:33	00:00:14	00:00:14
	13:00:00	10	0	8	0.0%	0	②	0.0%	10	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	15:00:00	7	2	(X)	28.6%	1	(1)	14.3%	4	8	57.1%	00:00:15	00:00:09	00:01:29	00:01:05	00:00:22	00:00:06
	16:00:00	6	2	(33.3%	0	Ø	0.0%	4	(S)	66.7%	00:00:15	00:00:09	00:02:44	00:02:40	00:00:12	00:00:17
RealBellavistaHo	otel	1	1	②	100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:21	00:00:21
	11:00:00	1	1	Ø	100.0%	0		0.0%	0		0.00/		00:00:10	00.00.50			00:00:21
RealMarinaHotel	l/Resi	13	7						_		0.0%	00:00:15	00.00.10	00:00:59	00:00:59	00:00:21	
	09:00:00				53.8%	1		7.7%	5		38.5%	00:00:15 00:00:15	00:00:10	00:00:59	00:00:59 00:04:20	00:00:21 00:00:17	00:00:08
	09.00.00	1	1		53.8% 100.0%	1 0	⊘	7.7% 0.0%		⊗							
	10:00:00	3					_		5	(2)	38.5%	00:00:15	00:00:07	00:09:03	00:04:20	00:00:17	00:00:08
		·	1		100.0%	0		0.0%	5	⊗	38.5% 0.0%	00:00:15 00:00:05	00:00:07 00:00:05	00:09:03 00:05:41	00:04:20 00:05:41	00:00:17 00:00:05	00:00:08 00:00:05
	10:00:00	3	1	Ø	100.0%	0	Ø	0.0%	5 0	⊗	38.5% 0.0% 0.0%	00:00:15 00:00:05 00:00:05	00:00:07 00:00:05 00:00:04	00:09:03 00:05:41 00:05:09	00:04:20 00:05:41 00:04:02	00:00:17 00:00:05 00:00:04	00:00:08 00:00:05 00:00:04
	10:00:00 12:00:00	3	1 3 1	Ø	100.0% 100.0% 100.0%	0 0 0	✓✓	0.0% 0.0% 0.0%	5 0 0	⊗ ⊘ ⊘	38.5% 0.0% 0.0% 0.0%	00:00:15 00:00:05 00:00:05 00:00:05	00:00:07 00:00:05 00:00:04 00:00:05	00:09:03 00:05:41 00:05:09 00:02:35	00:04:20 00:05:41 00:04:02 00:02:35	00:00:17 00:00:05 00:00:04 00:00:05	00:00:08 00:00:05 00:00:04 00:00:05
	10:00:00 12:00:00 13:00:00	3 1 2	1 3 1 0	Ø	100.0% 100.0% 100.0% 0.0%	0 0 0	9	0.0% 0.0% 0.0% 0.0%	5 0 0 0 2	⊗	38.5% 0.0% 0.0% 0.0% 100.0%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00
13-08-2018	10:00:00 12:00:00 13:00:00 15:00:00	3 1 2 2	1 3 1 0	Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø	100.0% 100.0% 100.0% 0.0% 50.0%	0 0 0 0	ØØØØ	0.0% 0.0% 0.0% 0.0%	5 0 0 0 2 1	⊗ ⊗ ⊗ ⊗	38.5% 0.0% 0.0% 0.0% 100.0% 50.0%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:00:52	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:00:52	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10
13-08-2018 GrdRealSantaEu	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00	3 1 2 2 4 77	1 3 1 0 1	∅∅∅∅∅∅	100.0% 100.0% 100.0% 0.0% 50.0% 25.0% 88.3%	0 0 0 0 0	∅∅∅∅∅	0.0% 0.0% 0.0% 0.0% 0.0% 25.0%	5 0 0 0 2 1 2	8 9 8 8	38.5% 0.0% 0.0% 0.0% 100.0% 50.0% 7.8%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:08	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:00:52 00:09:03	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:00:52 00:09:03	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:41	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:24
	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00	3 1 2 2 4	1 3 1 0 1 1 68	∅∅∅∅	100.0% 100.0% 100.0% 0.0% 50.0% 25.0%	0 0 0 0 0 1	ØØØØØ	0.0% 0.0% 0.0% 0.0% 0.0% 25.0%	5 0 0 0 2 1 2 6	⊗ ⊗ ⊗ ⊗	38.5% 0.0% 0.0% 0.0% 100.0% 50.0%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:08 00:00:09	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:00:52 00:09:03 00:27:28	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:00:52 00:09:03 00:04:23	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:41 00:00:12	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:24 00:00:12
	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00	3 1 2 2 2 4 77 47	1 3 1 0 1 1 68 41		100.0% 100.0% 100.0% 0.0% 50.0% 25.0% 88.3% 87.2%	0 0 0 0 0 1 2	9 9 9 9 9	0.0% 0.0% 0.0% 0.0% 0.0% 25.0% 2.6% 2.1%	5 0 0 0 2 1 2 6 4	8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	38.5% 0.0% 0.0% 100.0% 50.0% 7.8% 8.5%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15 00:00:15 00:00:18	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:08 00:00:09 00:00:10	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:052 00:09:03 00:27:28 00:27:28	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:00:52 00:09:03 00:04:23 00:04:52	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:41 00:00:12 00:00:12	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:24 00:00:12
	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00	3 1 2 2 4 77 47 7	1 3 1 0 1 1 68 41 6		100.0% 100.0% 100.0% 0.0% 50.0% 25.0% 88.3% 87.2% 85.7%	0 0 0 0 0 1 2 1		0.0% 0.0% 0.0% 0.0% 0.0% 25.0% 2.6% 2.1%	5 0 0 0 2 1 2 6 4	8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	38.5% 0.0% 0.0% 0.0% 100.0% 50.0% 50.0% 7.8% 8.5% 14.3%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15 00:00:15 00:00:18 00:00:18 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:08 00:00:09 00:00:10 00:00:09	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:00:52 00:09:03 00:27:28 00:27:28 00:14:15	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:00:52 00:09:03 00:04:23 00:04:52 00:06:41	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:41 00:00:12 00:00:12 00:00:11	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:12 00:00:12 00:00:10
	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00	3 1 2 2 4 77 47 7	1 3 1 0 1 1 68 41 6		100.0% 100.0% 100.0% 0.0% 50.0% 25.0% 88.3% 87.2% 85.7% 80.0%	0 0 0 0 0 1 2 1 0		0.0% 0.0% 0.0% 0.0% 0.0% 25.0% 2.6% 2.1% 0.0%	5 0 0 0 2 1 2 6 4 1		38.5% 0.0% 0.0% 100.0% 50.0% 7.8% 8.5% 14.3% 0.0%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15 00:00:15 00:00:18 00:00:15 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:08 00:00:09 00:00:10 00:00:09	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:00:52 00:09:03 00:27:28 00:27:28 00:14:15 00:11:28	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:052 00:09:03 00:04:23 00:04:52 00:06:41 00:05:17	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:41 00:00:12 00:00:12 00:00:11 00:00:14	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:12 00:00:12 00:00:10 00:00:16
	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00 10:00:00 10:00:00 11:00:00	3 1 2 2 4 77 47 7 5	1 3 1 0 1 1 68 41 6 4		100.0% 100.0% 100.0% 0.0% 50.0% 25.0% 88.3% 87.2% 80.0% 100.0%	0 0 0 0 0 1 2 1 0		0.0% 0.0% 0.0% 0.0% 0.0% 25.0% 2.1% 0.0% 20.0%	5 0 0 0 2 1 2 6 4 1 0		38.5% 0.0% 0.0% 0.0% 100.0% 50.0% 50.0% 4.3% 0.0% 0.0%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15 00:00:18 00:00:18 00:00:15 00:00:15 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:09 00:00:10 00:00:09 00:00:09 00:00:09	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:00:52 00:09:03 00:27:28 00:27:28 00:14:15 00:11:28 00:07:09	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:00:52 00:09:03 00:04:23 00:04:52 00:06:41 00:05:17 00:02:52	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:41 00:00:12 00:00:12 00:00:11 00:00:14 00:00:09	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:12 00:00:12 00:00:10 00:00:16 00:00:09
	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00 Ilalia 09:00:00 10:00:00 11:00:00 12:00:00	3 1 2 2 4 77 47 7 5 6	1 3 1 0 1 1 68 41 6 4 6		100.0% 100.0% 100.0% 0.0% 50.0% 25.0% 88.3% 87.2% 85.7% 80.0% 100.0% 66.7%	0 0 0 0 0 1 2 1 0		0.0% 0.0% 0.0% 0.0% 0.0% 25.0% 2.6% 2.1% 0.0% 20.0% 0.0%	5 0 0 2 1 2 6 4 1 0 0		38.5% 0.0% 0.0% 0.0% 100.0% 50.0% 7.8% 8.5% 14.3% 0.0% 0.0% 33.3%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15 00:00:15 00:00:18 00:00:18 00:00:16 00:00:16 00:00:12 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:08 00:00:09 00:00:10 00:00:09 00:00:09 00:00:09 00:00:09	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:052 00:09:03 00:27:28 00:27:28 00:14:15 00:11:28 00:07:09 00:06:31	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:05:2 00:09:03 00:04:23 00:04:52 00:06:41 00:05:17 00:02:52 00:03:25	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:12 00:00:12 00:00:11 00:00:14 00:00:09 00:00:13	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:12 00:00:12 00:00:16 00:00:16 00:00:09 00:00:13
	10:00:00 12:00:00 13:00:00 15:00:00 16:00:00 16:00:00 10:00:00 11:00:00 12:00:00 13:00:00	3 1 2 2 4 77 47 7 5 6 6	1 3 1 0 1 1 68 41 6 4 6 4 3		100.0% 100.0% 100.0% 0.0% 50.0% 25.0% 88.3% 87.2% 80.0% 100.0% 66.7% 100.0%	0 0 0 0 0 1 2 1 0 1 0		0.0% 0.0% 0.0% 0.0% 0.0% 25.0% 2.6% 2.1% 0.0% 0.0% 0.0% 0.0%	5 0 0 0 2 1 2 6 4 1 0 0 2		38.5% 0.0% 0.0% 0.0% 100.0% 50.0% 7.8% 8.5% 14.3% 0.0% 0.0% 33.3% 0.0%	00:00:15 00:00:05 00:00:05 00:00:05 00:00:00 00:00:15 00:00:15 00:00:18 00:00:15 00:00:16 00:00:12 00:00:15 00:00:15	00:00:07 00:00:05 00:00:04 00:00:05 00:00:00 00:00:12 00:00:08 00:00:09 00:00:09 00:00:09 00:00:09 00:00:09 00:00:09	00:09:03 00:05:41 00:05:09 00:02:35 00:00:00 00:05:2 00:09:03 00:27:28 00:27:28 00:14:15 00:11:28 00:07:09 00:06:31 00:27:28	00:04:20 00:05:41 00:04:02 00:02:35 00:00:00 00:00:52 00:09:03 00:04:23 00:04:52 00:06:41 00:05:17 00:02:52 00:03:25 00:011:08	00:00:17 00:00:05 00:00:04 00:00:05 00:00:06 00:00:13 00:00:12 00:00:12 00:00:14 00:00:14 00:00:09 00:00:13 00:00:10	00:00:08 00:00:05 00:00:04 00:00:05 00:00:00 00:00:10 00:00:12 00:00:12 00:00:16 00:00:09 00:00:13 00:00:10

03-09-2018 9:30:50

Service Performance Report

	17:00:00	6	5		83.3%	0		0.0%	1		16.7%	00:00:10	00:00:08	00:18:59	00:06:44	00:00:09	00:00:09
RealBellavistaHo		14	14		100.0%	0	②	0.0%	0		0.0%	00:00:15	00:00:10	00:12:45	00:03:58	00:00:14	00:00:14
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:14	00:01:18	00:01:18	00:00:29	00:00:29
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:04:24	00:04:24	00:00:09	00:00:09
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:00:45	00:00:45	00:00:25	00:00:25
	13:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:11	00:03:55	00:02:30	00:00:11	00:00:11
	15:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:01:43	00:01:43	00:00:07	00:00:07
	16:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:04:47	00:02:13	00:00:12	00:00:12
	17:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:12:45	00:12:13	00:00:08	00:00:08
	18:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:07:18	00:04:31	00:00:17	00:00:17
RealMarinaHotel	I/Resi	16	13		81.3%	1		6.3%	2		12.5%	00:00:16	00:00:09	00:10:46	00:03:22	00:00:10	00:00:11
	11:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:08	00:03:35	00:01:56	00:00:07	00:00:07
	12:00:00	2	0	8	0.0%	0		0.0%	2	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:02:43	00:02:43	00:00:07	00:00:07
	14:00:00	3	2	()	66.7%	1	(S)	33.3%	0	Ø	0.0%	00:00:11	00:00:05	00:02:23	00:02:16	00:00:07	00:00:08
	15:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:07	00:10:46	00:06:37	00:00:07	00:00:07
	16:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:05:31	00:02:56	00:00:14	00:00:14
	17:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:16	00:00:12	00:09:42	00:03:51	00:00:16	00:00:16
14-08-2018		77	71		92.2%	1		1.3%	5	②	6.5%	00:00:16	00:00:09	00:18:54	00:04:34	00:00:14	00:00:13
GrdRealSantaEu	ulalia	47	44	Ø	93.6%	1	3	2.1%	2	Ø	4.3%	00:00:16	00:00:09	00:14:37	00:04:37	00:00:14	00:00:11
	09:00:00	5	5	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:07	00:14:31	00:05:11	00:00:07	00:00:07
	10:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:06:19	00:04:01	00:00:15	00:00:15
	11:00:00	6	6	②	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:09	00:09:58	00:03:43	00:00:10	00:00:10
	12:00:00	8	6	()	75.0%	0	Ø	0.0%	2	8	25.0%	00:00:15	00:00:11	00:08:08	00:04:23	00:00:15	00:00:15
	13:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:08:48	00:05:42	00:00:10	00:00:10
	14:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:10:13	00:03:39	00:00:08	00:00:08
	15:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:16	00:00:10	00:14:37	00:05:58	00:00:12	00:00:12
	16:00:00	7	7	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:09	00:13:39	00:03:40	00:00:08	00:00:08
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:04:58	00:04:58	00:00:08	00:00:08
	18:00:00	2	1	()	50.0%	1	8	50.0%	0	Ø	0.0%	00:00:15	00:00:13	00:12:28	00:12:28	00:01:22	00:00:26
RealBellavistaHo	otel	13	12	Ø	92.3%	0	②	0.0%	1	Ø	7.7%	00:00:15	00:00:09	00:18:30	00:04:24	00:00:14	00:00:14
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:05	00:08:04	00:05:56	00:00:08	00:00:08
	12:00:00	2	1	()	50.0%	0		0.0%	1	8	50.0%	00:00:10	00:00:10	00:02:13	00:02:13	00:00:13	00:00:11
	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:11:10	00:04:32	00:00:22	00:00:22
	16:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:01:45	00:00:59	00:00:26	00:00:26
	17:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:04:39	00:03:38	00:00:13	00:00:13
	18:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:10	00:18:30	00:07:02	00:00:10	00:00:10
RealMarinaHotel	I/Resi	17	15	②	88.2%	0	②	0.0%	2	()	11.8%	00:00:15	00:00:09	00:18:54	00:04:31	00:00:15	00:00:16
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:06	00:03:47	00:03:08	00:00:08	00:00:08
	11:00:00	3	3		100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:10	00:18:54	00:08:09	00:00:14	00:00:14
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:10	00:07:21	00:04:30	00:00:10	00:00:10
	13:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:13	00:00:13	00:00:21	00:00:21	00:00:00	00:00:00
	14:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:03:08	00:02:28	00:00:14	00:00:14
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:10	00:03:17	00:02:12	00:00:10	00:00:10
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:11:31	00:11:31	00:00:22	00:00:22
	17:00:00	4	2		50.0%	0		0.0%	2	8	50.0%	00:00:15	00:00:08	00:07:30	00:05:06	00:00:24	00:00:41
15-08-2018		35	15	S	42.9%	4	0	11.4%	16	(S)	45.7%	00:00:15	00:00:09	00:16:00	00:05:48	00:00:16	00:00:10
GrdRealSantaEu	ulalia	17	8	8	47.1%	1	②	5.9%	8	8	47.1%	00:00:13	00:00:08	00:16:00	00:08:03	00:00:08	00:00:07

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Service Performance Report

	00.00.00	4	0	8	0.00/	0		0.00/	1		400.00/	00-00-00	00.00.00	00-00-00	00.00.00	00.00.05	00.00.00
	09:00:00	1	0		0.0%	0		0.0%	·	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	10:00:00	3	2		66.7%	0		0.0%	1		33.3%	00:00:03	00:00:03	00:11:04	00:10:58	00:00:06	00:00:03
	11:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:07	00:00:07	00:04:11	00:04:11	00:00:07	00:00:07
	12:00:00	7	2		28.6%	0	Ø	0.0%	5	8	71.4%	00:00:07	00:00:07	00:08:31	00:04:58	00:00:07	00:00:07
	14:00:00	2	1	<u> </u>	50.0%	0		0.0%	1	8	50.0%	00:00:11	00:00:11	00:09:37	00:09:37	00:00:10	00:00:11
	15:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:10	00:00:09	00:16:00	00:09:20	00:00:09	00:00:09
	16:00:00	1	0	8	0.0%	1	S	100.0%	0	Ø	0.0%	00:00:13	00:00:13	00:00:00	00:00:00	00:00:13	00:00:00
RealBellavistal		6	3	()	50.0%	0	Ø	0.0%	3	8	50.0%	00:00:15	00:00:09	00:06:18	00:03:42	00:00:11	00:00:15
	10:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:07	00:06:18	00:04:17	00:00:16	00:00:16
	12:00:00	2	0	8	0.0%	0		0.0%	2	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	13:00:00	1	0	8	0.0%	0	Ø	0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	15:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:13	00:02:33	00:02:33	00:00:13	00:00:13
RealMarinaHote	tel/Resi	12	4	(33.3%	3	(2)	25.0%	5	(2)	41.7%	00:00:15	00:00:11	00:06:36	00:02:53	00:00:31	00:00:14
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:11	00:01:26	00:01:26	00:00:11	00:00:11
	10:00:00	5	2		40.0%	1	×	20.0%	2	×	40.0%	00:00:15	00:00:10	00:01:49	00:01:46	00:00:16	00:00:18
	11:00:00	2	0	8	0.0%	2		100.0%	0		0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:56	00:00:00
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:06:36	00:06:36	00:00:07	00:00:07
	13:00:00	1	0		0.0%	0		0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
	15:00:00	2	0		0.0%	0		0.0%	2	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
16-08-2018		80	59	<u>()</u>	73.8%	1	②	1.3%	20	8	25.0%	00:00:15	00:00:10	00:18:42	00:04:13	00:00:14	00:00:13
GrdRealSantaE	Eulalia	35	31	②	88.6%	0	②	0.0%	4	0	11.4%	00:00:15	00:00:10	00:18:42	00:04:42	00:00:16	00:00:17
	09:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:15:42	00:09:10	00:00:17	00:00:17
	10:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:10	00:07:04	00:04:41	00:00:10	00:00:10
	11:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:11	00:01:24	00:01:13	00:00:11	00:00:11
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:06:06	00:03:55	00:00:07	00:00:07
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	80:00:00	00:02:22	00:02:22	00:00:20	00:00:20
	14:00:00	8	7	Ø	87.5%	0	Ø	0.0%	1	()	12.5%	00:00:15	00:00:09	00:17:22	00:05:39	00:00:25	00:00:26
	15:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:12	00:05:27	00:03:32	00:00:12	00:00:12
	16:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:13	00:00:12	00:03:33	00:02:26	00:00:12	00:00:12
	17:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:03:47	00:02:12	00:00:16	00:00:16
	18:00:00	6	3	()	50.0%	0	Ø	0.0%	3	8	50.0%	00:00:15	00:00:07	00:18:42	00:10:45	00:00:19	00:00:22
RealBellavistah	Hotel	15	9	()	60.0%	0	②	0.0%	6	(3)	40.0%	00:00:15	00:00:10	00:08:22	00:02:45	00:00:10	00:00:11
	09:00:00	4	0		0.0%	0		0.0%	4	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	80:00:00	00:01:05	00:00:58	00:00:04	00:00:04
	11:00:00	3	3	Ø	100.0%	0	②	0.0%	0	②	0.0%	00:00:14	00:00:12	00:07:57	00:03:45	00:00:14	00:00:14
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:04	00:00:04	00:01:35	00:01:35	00:00:04	00:00:04
	15:00:00	3	1	8	33.3%	0	Ø	0.0%	2	8	66.7%	00:00:15	00:00:15	00:08:22	00:08:22	00:00:07	00:00:15
	16:00:00	2	2	Ø	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:09	00:02:11	00:01:29	00:00:14	00:00:14
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:01:22	00:01:22	00:00:11	00:00:11
RealMarinaHote	tol/Posi	30	19		63.3%	1		3.3%	10	(3)	33.3%	00:00:15	00:00:09	00:11:40	00:04:12	00:00:14	00:00:09
	iei/Nesi	30									0.0%	00:00:10	00:00:10	00:01:24	00:01:24	00:00:10	00:00:10
	09:00:00	1	1		100.0%	0		0.0%	0		0.076	00.00.10				00.000	
. Camila mariou				Ø		0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:01:17	00:01:17	00:00:10	00:00:10
	09:00:00	1	1		100.0%									00:01:17 00:09:56			00:00:10 00:00:11
	09:00:00 11:00:00	1	1		100.0% 100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10		00:01:17	00:00:10	
	09:00:00 11:00:00 12:00:00	1 1 4	1 1 3		100.0% 100.0% 75.0%	0	Ø	0.0%	0	⊘	0.0% 25.0%	00:00:10 00:00:12	00:00:10 00:00:11	00:09:56	00:01:17 00:06:22	00:00:10 00:00:13	00:00:11
	09:00:00 11:00:00 12:00:00 13:00:00	1 1 4 3	1 1 3 3		100.0% 100.0% 75.0% 100.0%	0 0 0	Ø	0.0% 0.0% 0.0%	0 1 0	⊘	0.0% 25.0% 0.0%	00:00:10 00:00:12 00:00:13	00:00:10 00:00:11 00:00:09	00:09:56 00:03:31	00:01:17 00:06:22 00:02:27	00:00:10 00:00:13 00:00:09	00:00:11 00:00:09
	09:00:00 11:00:00 12:00:00 13:00:00 14:00:00	1 1 4 3 4	1 1 3 3 3		100.0% 100.0% 75.0% 100.0% 75.0%	0 0 0	0	0.0% 0.0% 0.0% 0.0%	0 1 0	∅∅∅∅	0.0% 25.0% 0.0% 25.0%	00:00:10 00:00:12 00:00:13 00:00:08	00:00:10 00:00:11 00:00:09 00:00:05	00:09:56 00:03:31 00:11:40	00:01:17 00:06:22 00:02:27 00:06:44	00:00:10 00:00:13 00:00:09 00:00:05	00:00:11 00:00:09 00:00:05

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Service Performance Report

	18:00:00	8	1	8	12.5%	1		12.5%	6	(S)	75.0%	00:00:15	00:00:14	00:03:47	00:03:47	00:00:28	00:00:13
17-08-2018		65	60		92.3%	1		1.5%	4		6.2%	00:00:20	00:00:09	00:12:12	00:03:48	00:00:11	00:00:11
GrdRealSantaEu	ılalia	37	35		94.6%	0		0.0%	2	Ø	5.4%	00:00:20	00:00:09	00:12:12	00:03:24	00:00:11	00:00:11
	09:00:00	3	3		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:07	00:03:04	00:01:59	00:00:11	00:00:11
	10:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:20	00:00:10	00:08:51	00:04:43	00:00:09	00:00:09
	11:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:14	00:01:13	00:01:10	00:00:15	00:00:15
	12:00:00	5	4	(1)	80.0%	0		0.0%	1	(X)	20.0%	00:00:15	00:00:10	00:02:24	00:01:24	00:00:13	00:00:12
	13:00:00	4	3	()	75.0%	0	Ø	0.0%	1	8	25.0%	00:00:10	00:00:08	00:09:54	00:04:00	00:00:08	00:00:08
	14:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:12:12	00:04:14	00:00:10	00:00:10
	15:00:00	6	6	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:08:56	00:04:47	00:00:10	00:00:10
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:05:36	00:05:36	00:00:07	00:00:07
	17:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:08	00:00:06	00:03:03	00:01:18	00:00:06	00:00:06
	18:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:03:55	00:03:21	00:00:27	00:00:27
RealBellavistaHo	otel	13	11	0	84.6%	1		7.7%	1		7.7%	00:00:15	00:00:09	00:10:06	00:03:46	00:00:12	00:00:10
	09:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:05:02	00:05:02	00:00:13	00:00:13
	10:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:01:48	00:01:48	00:00:06	00:00:06
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:08	00:03:34	00:03:18	00:00:08	00:00:08
	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:03:13	00:01:51	00:00:14	00:00:14
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:04:39	00:04:39	00:00:08	00:00:08
	16:00:00	1	1	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:02:51	00:02:51	00:00:11	00:00:11
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:10:06	00:08:22	00:00:08	00:00:08
	18:00:00	3	1	8	33.3%	1	8	33.3%	1	8	33.3%	00:00:15	00:00:10	00:02:03	00:02:03	00:00:20	00:00:08
RealMarinaHotel	/Resi	15	14	②	93.3%	0	②	0.0%	1	②	6.7%	00:00:15	00:00:09	00:12:12	00:05:00	00:00:10	00:00:10
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:12:12	00:12:12	00:00:09	00:00:09
	11:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:08:00	00:05:10	00:00:18	00:00:18
	12:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:01:30	00:01:30	00:00:10	00:00:10
	13:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:02:50	00:02:50	00:00:25	00:00:25
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:01:10	00:01:10	00:00:07	00:00:07
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:06:23	00:04:20	00:00:08	00:00:08
	16:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:07	00:11:53	00:06:03	00:00:07	00:00:07
	17:00:00	3	2		66.7%	0		0.0%	1	(S)	33.3%	00:00:06	00:00:06	00:07:12	00:07:02	00:00:06	00:00:06
	19:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:01:08	00:01:08	00:00:04	00:00:04
18-08-2018		35	17	8	48.6%	2	②	5.7%	16	(S)	45.7%	00:00:15	00:00:10	00:08:09	00:03:15	00:00:19	00:00:19
GrdRealSantaEu	ılalia	21	12	0	57.1%	0	②	0.0%	9	(3)	42.9%	00:00:15	00:00:09	00:08:09	00:03:13	00:00:18	00:00:24
	09:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:01:07	00:01:07	00:00:11	00:00:11
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:04:48	00:04:48	00:01:33	00:01:33
	11:00:00	4	3	(1)	75.0%	0	Ø	0.0%	1	8	25.0%	00:00:14	00:00:10	00:08:09	00:03:45	00:00:08	00:00:10
	12:00:00	5	3	(1)	60.0%	0	Ø	0.0%	2	8	40.0%	00:00:15	00:00:07	00:03:57	00:02:47	00:00:21	00:00:28
	13:00:00	3	1	8	33.3%	0	Ø	0.0%	2	8	66.7%	00:00:13	00:00:13	00:04:01	00:04:01	00:00:10	00:00:13
	14:00:00	5	2	8	40.0%	0	Ø	0.0%	3	S	60.0%	00:00:09	00:00:08	00:06:54	00:03:54	00:00:11	00:00:08
	15:00:00	2	1	()	50.0%	0	Ø	0.0%	1	(S)	50.0%	00:00:15	00:00:10	00:01:19	00:01:19	00:00:22	00:00:38
RealBellavistaHo		4	0	(3)	0.0%		②	0.0%	4	(3)	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	10:00:00	4	0	8	0.0%	0		0.0%	4	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
RealMarinaHotel		10	5	0	50.0%		8	20.0%	3	(3)	30.0%	00:00:15	00:00:11	00:06:36	00:03:19	00:00:28	00:00:09
	09:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	80:00:00	00:06:36	00:06:36	00:00:08	00:00:08
			^		0.0%	2	\otimes	100.0%	0		0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:52	00:00:00
	10:00:00	2	0														
	10:00:00 12:00:00 13:00:00	2 2 3	2	⊘	100.0%	0		0.0%	0	⊘	0.0%	00:00:12	00:00:11 00:00:00	00:02:31	00:02:10	00:00:11	00:00:11

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Service Performance Report

	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:08	00:04:49	00:02:51	00:00:08	00:00:08
20-08-2018		109	39	(2)	35.8%	7		6.4%	63	(3)	57.8%	00:00:16	00:00:09	00:13:52	00:03:31	00:00:13	00:00:11
GrdRealSantaEu	ulalia	61	23	(3)	37.7%	5		8.2%	33	8	54.1%	00:00:16	00:00:09	00:13:52	00:03:56	00:00:16	00:00:13
	09:00:00	4	1	8	25.0%	1		25.0%	2	8	50.0%	00:00:15	00:00:12	00:03:01	00:03:01	00:00:54	00:00:29
	10:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:16	00:00:10	00:13:52	00:05:56	00:00:14	00:00:14
	11:00:00	6	3		50.0%	0	Ø	0.0%	3	8	50.0%	00:00:15	00:00:10	00:08:10	00:03:35	00:00:11	00:00:14
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:01:13	00:00:50	00:00:06	00:00:06
	13:00:00	10	1	8	10.0%	0		0.0%	9	8	90.0%	00:00:06	00:00:06	00:04:32	00:04:32	00:00:13	00:00:06
	14:00:00	3	2	()	66.7%	1	8	33.3%	0	Ø	0.0%	00:00:11	00:00:10	00:03:43	00:02:34	00:00:07	00:00:10
	15:00:00	5	3	()	60.0%	2	8	40.0%	0	Ø	0.0%	00:00:15	00:00:09	00:04:51	00:03:14	00:00:22	00:00:11
	16:00:00	7	3	8	42.9%	1	(1)	14.3%	3	8	42.9%	00:00:15	00:00:10	00:09:11	00:05:50	00:00:17	00:00:11
	17:00:00	11	4	8	36.4%	0	Ø	0.0%	7	8	63.6%	00:00:15	00:00:08	00:07:11	00:03:33	00:00:14	00:00:16
	18:00:00	9	0	8	0.0%	0		0.0%	9	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
RealBellavistaH	otel	24	5	(S)	20.8%	1		4.2%	18	(S)	75.0%	00:00:15	00:00:08	00:08:39	00:03:35	00:00:05	00:00:11
	10:00:00	1	0	8	0.0%	0		0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00
	11:00:00	1	1	②	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:02:11	00:02:11	00:00:24	00:00:24
	13:00:00	3	0	8	0.0%	0		0.0%	3	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	14:00:00	4	2	()	50.0%	0		0.0%	2	8	50.0%	00:00:13	00:00:10	00:08:39	00:04:38	00:00:06	00:00:10
	15:00:00	5	1		20.0%	0		0.0%	4	8	80.0%	00:00:05	00:00:05	00:03:39	00:03:39	00:00:04	00:00:06
	16:00:00	4	1		25.0%	0		0.0%	3	8	75.0%	00:00:04	00:00:04	00:02:47	00:02:47	00:00:04	00:00:04
	17:00:00	5	0	8	0.0%	1		20.0%	4	8	80.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	18:00:00	1	0		0.0%	0		0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
RealMarinaHote	el/Resi	24	11	8	45.8%	1	②	4.2%	12	(3)	50.0%	00:00:15	80:00:00	00:06:42	00:02:37	00:00:13	00:00:09
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:11	00:04:12	00:04:12	00:00:11	00:00:11
	10:00:00	2	1		50.0%	0		0.0%	1	(X)	50.0%	00:00:15	80:00:00	00:01:33	00:01:33	00:00:14	00:00:19
	12:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:06:42	00:06:42	00:00:05	00:00:05
	14:00:00	6	1	S	16.7%	0		0.0%	5	8	83.3%	00:00:09	00:00:09	00:01:55	00:01:55	00:00:10	00:00:09
	15:00:00	5	5		100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:06	00:04:35	00:02:11	00:00:06	00:00:06
	16:00:00	2	1	W	50.0%	0		0.0%	1	8	50.0%	00:00:05	00:00:05	00:01:16	00:01:16	00:00:04	00:00:05
	17:00:00	7	1	8	14.3%	1	•	14.3%	5	(X)	71.4%	00:00:15	00:00:10	00:02:11	00:02:11	00:00:25	00:00:18
21-08-2018		65	49	<u>()</u>	75.4%	1		1.5%	15	(S)	23.1%	00:00:15	00:00:09	00:16:52	00:04:23	00:00:11	00:00:11
GrdRealSantaEu		42	32	<u>()</u>	76.2%	0	Ø	0.0%	10	8	23.8%	00:00:15	00:00:09	00:16:52	00:05:18	00:00:11	00:00:10
	09:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:41	00:01:41	00:00:03	00:00:03
	10:00:00	5	5	Ø	100.0%	0		0.0%	0	9	0.0%	00:00:13	00:00:09	00:13:35	00:06:24	00:00:09	00:00:09
	11:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:10:35	00:04:40	00:00:10	00:00:10
	12:00:00	7	3		42.9%	0		0.0%	4	8	57.1%	00:00:15	00:00:09	00:16:52	00:11:39	00:00:11	00:00:14
	13:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:03:04	00:03:04	00:00:06	00:00:06
	14:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:04:12	00:03:46	00:00:11	00:00:11
	15:00:00	6	6	Ø	100.0%	0		0.0%	0	⊘	0.0%	00:00:15	00:00:10	00:05:53	00:03:37	00:00:11	00:00:11
	16:00:00	5	5		100.0%	0		0.0%	0	S	0.0%	00:00:12	00:00:09	00:08:25	00:03:45	00:00:09	00:00:09
	17:00:00	8	2	8	100.0% 25.0%	0		0.0%	6	8	0.0% 75.0%	00:00:14	00:00:11	00:04:58 00:14:07	00:04:05	00:00:11	00:00:11
RealBellavistaHe	18:00:00													00:14:07		00:00:13	00:00:05
Near Deliavistan	09:00:00	19	14		73.7% 100.0%	0		0.0% 0.0%	5	⊗	26.3% 0.0%	00:00:15 00:00:09	00:00:09 00:00:09	00:10:05	00:03:12 00:01:15	00:00:10	00:00:12
	10:00:00	6	4		66.7%	0		0.0%	2	8	33.3%	00:00:12	00:00:09	00:07:24	00:01:13	00:00:09	00:00:10
	12:00:00	6	3		50.0%	0		0.0%	3	8	50.0%	00:00:12	00:00:10	00:07:24	00:03:11	00:00:08	00:00:10
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:10	00:07:24	00:04:33	00:00:11	00:00:11
	14:00:00	1	1	O	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:01:48	00:01:48	00:00:11	00:00:11
	14.00.00	ı	1		100.070	U		0.070	U		0.0%	00.00.13	00.00.13	00.01.03	00.01.03	00.00.13	00.00.13

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	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:01:27	00:00:59	00:00:06	00:00:06
	17:00:00	1	1	9	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:07	00:00:08	00:01:27	00:00:59	00:00:08	00:00:08
	18:00:00	1	1	O	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:15	00:00:08	00:01:47	00:01:47	00:00:37	00:00:37
RealMarinaHote		·				-								00:10:03	00:10:03	00:00:19	00:00:37
Realivialillariole	11:00:00	4 1	3		75.0% 100.0%	0		25.0% 0.0%	0		0.0% 0.0%	00:00:15 00:00:13	00:00:12 00:00:12	00:04:37	00:01:39	00:00:19	00:00:13
	12:00:00	1	0	8	0.0%	1	8	100.0%	0	Ø	0.0%	00:00:15	00:00:12	00:00:00	00:00:20	00:00:12	00:00:12
	15:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00
	16:00:00	1	<u>'</u> 1	O	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:02:02	00:02:02	00:00:24	00:00:09
00 00 0040	10.00.00	-												00:04:37	00:04:57	00:00:24	00:00:24
22-08-2018 GrdRealSantaEu	ulalia	64	63	Ø	98.4%	0	O	0.0%	1	2	1.6%	00:00:15	00:00:09	00:28:28			00:00:11
GrukeaiSaniaEt	09:00:00	40 1	39	⊘	97.5% 100.0%	0		0.0% 0.0%	0		2.5% 0.0%	00:00:15 00:00:12	00:00:09	00:28:28	00:04:40	00:00:11 00:00:12	00:00:11
		7	7	9			Ø			Ø			00:00:12		00:03:48		
	10:00:00				100.0%	0	S	0.0%	0		0.0%	00:00:15	00:00:07	00:08:38	00:04:04	00:00:08	00:00:08
	11:00:00	5	5	Ø	100.0%	0	3	0.0%	0		0.0%	00:00:10	00:00:06	00:28:28	00:08:42	00:00:08	00:00:08
	12:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:03:22	00:03:22	00:00:13	00:00:13
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	9	0.0%	00:00:08	00:00:08	00:05:42	00:05:42	00:00:08	00:00:08
	14:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:09:20	00:05:38	00:00:12	00:00:12
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:13	00:00:10	00:03:53	00:02:46	00:00:14	00:00:14
	16:00:00	8	8	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:07:48	00:03:28	00:00:15	00:00:15
	17:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:15	00:00:09	00:19:52	00:04:36	00:00:11	00:00:11
	18:00:00	3	2	<u> </u>	66.7%	0	Ø	0.0%	1	8	33.3%	00:00:13	80:00:00	00:02:44	00:02:42	00:00:07	80:00:00
RealBellavistaH		3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	80:00:00	00:10:20	00:04:40	00:00:09	00:00:09
	09:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:10:20	00:10:20	00:00:11	00:00:11
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:03:19	00:03:19	00:00:10	00:00:10
	16:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:04	00:02:57	00:02:32	00:00:07	00:00:07
RealMarinaHote		21	21	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:06:56	00:02:20	00:00:10	00:00:10
	09:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:14	80:00:00	00:06:56	00:04:14	00:00:09	00:00:09
	10:00:00	5	5		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:03:49	00:02:23	00:00:12	00:00:12
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:12	00:02:45	00:02:01	00:00:12	00:00:12
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:01:41	00:01:32	00:00:06	00:00:06
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:00:50	00:00:50	00:00:10	00:00:10
	15:00:00	6	6		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:04:48	00:02:18	00:00:11	00:00:11
	17:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:09	00:04:33	00:02:22	00:00:09	00:00:09
23-08-2018		59	56	②	94.9%	1	②	1.7%	2	②	3.4%	00:00:20	00:00:10	00:13:36	00:03:19	00:00:13	00:00:10
GrdRealSantaEu	ılalia	32	29	②	90.6%	1	②	3.1%	2		6.3%	00:00:20	00:00:10	00:13:36	00:04:12	00:00:14	00:00:10
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:13	00:03:07	00:03:07	00:00:13	00:00:13
	10:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:11:57	00:05:46	00:00:08	00:00:08
	11:00:00	9	8	Ø	88.9%	0	Ø	0.0%	1	()	11.1%	00:00:20	00:00:10	00:06:53	00:02:59	00:00:08	00:00:09
	12:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:13:36	00:04:54	00:00:15	00:00:15
								0.00/	0	Ø	0.0%	00:00:15	00:00:09	00:02:49	00:02:10	00:00:14	00:00:14
	13:00:00	2	2	Ø	100.0%	0		0.0%	U	1							
	13:00:00 14:00:00	2	2 1	Ø	100.0% 100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:02:24	00:02:24	00:00:11	00:00:11
											0.0%		00:00:11 00:00:11	00:02:24 00:03:18	00:02:24 00:02:34	00:00:11 00:00:11	00:00:11 00:00:11
	14:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø		00:00:11					
	14:00:00 15:00:00	1 2	1 2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11 00:00:12	00:00:11	00:03:18	00:02:34	00:00:11	00:00:11
	14:00:00 15:00:00 16:00:00	1 2 1	1 2 1	9	100.0% 100.0% 100.0%	0 0 0	Ø Ø	0.0% 0.0% 0.0%	0 0 0	Ø	0.0%	00:00:11 00:00:12 00:00:03	00:00:11 00:00:03	00:03:18 00:02:47	00:02:34 00:02:47	00:00:11 00:00:03	00:00:11 00:00:03
	14:00:00 15:00:00 16:00:00 17:00:00	1 2 1 3	1 2 1 3	9	100.0% 100.0% 100.0% 100.0%	0 0 0	Ø	0.0% 0.0% 0.0% 0.0%	0 0 0	Ø Ø	0.0% 0.0% 0.0%	00:00:11 00:00:12 00:00:03 00:00:13	00:00:11 00:00:03 00:00:11	00:03:18 00:02:47 00:12:47	00:02:34 00:02:47 00:06:58	00:00:11 00:00:03 00:00:11	00:00:11 00:00:03 00:00:11
Real B ellavistaH	14:00:00 15:00:00 16:00:00 17:00:00 18:00:00 19:00:00	1 2 1 3 5	1 2 1 3 4		100.0% 100.0% 100.0% 100.0% 80.0% 0.0%	0 0 0 0 0	9 9 9	0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0	∅∅∅∅∅	0.0% 0.0% 0.0% 20.0% 0.0%	00:00:11 00:00:12 00:00:03 00:00:13 00:00:12	00:00:11 00:00:03 00:00:11 00:00:08 00:00:15	00:03:18 00:02:47 00:12:47 00:11:16	00:02:34 00:02:47 00:06:58 00:06:08	00:00:11 00:00:03 00:00:11 00:00:09	00:00:11 00:00:03 00:00:11 00:00:08
RealBellavistaH	14:00:00 15:00:00 16:00:00 17:00:00 18:00:00 19:00:00	1 2 1 3 5	1 2 1 3 4		100.0% 100.0% 100.0% 100.0% 80.0%	0 0 0 0	Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø	0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0 1	Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø	0.0% 0.0% 0.0% 20.0%	00:00:11 00:00:12 00:00:03 00:00:13 00:00:12 00:00:15	00:00:11 00:00:03 00:00:11 00:00:08	00:03:18 00:02:47 00:12:47 00:11:16 00:00:00	00:02:34 00:02:47 00:06:58 00:06:08 00:00:00	00:00:11 00:00:03 00:00:11 00:00:09 00:02:25	00:00:11 00:00:03 00:00:11 00:00:08 00:00:00

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	13:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:07	00:02:34	00:01:43	00:00:06	00:00:06
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	80:00:00	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:09	00:02:23	00:01:19	80:00:00	00:00:08
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:02:56	00:02:56	00:00:21	00:00:21
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:12	00:03:41	00:03:41	00:00:12	00:00:12
RealMarinaHote	el/Resi	16	16	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:10	00:07:55	00:02:35	00:00:12	00:00:12
	10:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:10	00:04:48	00:03:02	00:00:09	00:00:09
	11:00:00	4	4		100.0%	0	Ø	0.0%	0	②	0.0%	00:00:15	00:00:11	00:02:22	00:01:24	00:00:16	00:00:16
	12:00:00	2	2		100.0%	0	Ø	0.0%	0	②	0.0%	00:00:14	00:00:11	00:02:37	00:01:50	00:00:11	00:00:11
	14:00:00	1	1		100.0%	0		0.0%	0	S	0.0%	00:00:07	00:00:07	00:01:38	00:01:38	00:00:07	00:00:07
	15:00:00	4	4		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:06:23	00:03:05	00:00:12	00:00:12
	16:00:00	3	3		100.0%	0	Ø	0.0%	0	②	0.0%	00:00:08	00:00:08	00:07:55	00:04:00	00:00:08	00:00:08
	17:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:02:10	00:02:10	00:00:09	00:00:09
24-08-2018		48	48	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:17	00:00:09	00:16:53	00:03:33	00:00:10	00:00:10
GrdRealSantaE	ulalia	22	22	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:17	00:00:09	00:09:25	00:03:38	00:00:09	00:00:09
	09:00:00	2	2		100.0%	0	②	0.0%	0	Ø	0.0%	80:00:00	00:00:07	00:02:56	00:02:07	00:00:07	00:00:07
	10:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	S	0.0%	00:00:17	00:00:08	00:08:50	00:04:53	00:00:07	00:00:07
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	S	0.0%	00:00:10	80:00:00	00:04:31	00:03:00	00:00:08	00:00:08
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	80:00:00	00:00:08	00:05:39	00:05:39	00:00:08	00:00:08
	14:00:00	5	5	②	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:14	00:00:12	00:05:59	00:02:41	00:00:12	00:00:12
	15:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:08	00:05:38	00:03:53	00:00:08	00:00:08
	16:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:09	00:09:25	00:05:12	00:00:10	00:00:10
	17:00:00	1	1	②	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:08	00:00:08	00:02:31	00:02:31	00:00:08	00:00:08
	18:00:00	1	1	②	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:08	00:00:08	00:01:49	00:01:49	00:00:08	00:00:08
RealBellavistaH	lotel	5	5	②	100.0%	0		0.0%	0	②	0.0%	00:00:13	00:00:07	00:02:34	00:01:26	00:00:07	00:00:07
	11:00:00	2	2		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:11	00:02:34	00:02:00	00:00:11	00:00:11
	13:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:04	00:01:52	00:01:18	00:00:04	00:00:04
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:00:37	00:00:37	00:00:05	00:00:05
RealMarinaHote	el/Resi	21	21	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:10	00:16:53	00:03:53	00:00:12	00:00:12
	09:00:00	3	3		100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:11	00:11:49	00:06:19	00:00:14	00:00:14
	10:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:16:53	00:05:00	00:00:21	00:00:21
	11:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:01	00:00:01	00:12:18	00:12:18	00:00:24	00:00:24
	12:00:00	3	3		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:04:37	00:02:52	00:00:12	00:00:12
	13:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:05:23	00:03:02	00:00:10	00:00:10
	14:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:08:14	00:02:54	00:00:11	00:00:11
	15:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:02:16	00:00:56	00:00:10	00:00:10
	16:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:03	00:00:03	00:00:21	00:00:21	00:00:00	00:00:00
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:13	00:09:27	00:04:56	00:00:08	00:00:08
25-08-2018		11	8	<u>()</u>	72.7%	1		9.1%	2	(2)	18.2%	00:00:15	00:00:10	00:24:17	00:05:33	00:00:13	00:00:11
GrdRealSantaE	ulalia	5	3	<u>()</u>	60.0%	1	8	20.0%	1	(S)	20.0%	00:00:15	00:00:11	00:04:33	00:03:42	00:00:16	00:00:10
	11:00:00	2	2		100.0%	0	Ø	0.0%	0		0.0%	00:00:11	80:00:00	00:04:33	00:03:48	00:00:08	00:00:08
	13:00:00	2	1	()	50.0%	0	Ø	0.0%	1	8	50.0%	00:00:14	00:00:14	00:03:30	00:03:30	00:00:14	00:00:14
	15:00:00	1	0	8	0.0%	1	8	100.0%	0	Ø	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:38	00:00:00
RealMarinaHote	el/Resi	6	5	()	83.3%	0	②	0.0%	1	(2)	16.7%	00:00:15	00:00:08	00:24:17	00:06:39	00:00:11	00:00:12
	09:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:02:26	00:02:26	00:00:27	00:00:27
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:04:21	00:04:21	00:00:10	00:00:10
	11.00.00																
	14:00:00	1	0	8	0.0%	0	Ø	0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00

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	16:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:08	00:00:08	00:01:39	00:01:39	00:00:08	00:00:08
27-08-2018		77	65	<u>()</u>	84.4%	2	②	2.6%	10		13.0%	00:00:15	00:00:09	00:19:34	00:03:38	00:00:12	00:00:10
GrdRealSantaEu	lalia	32	25	0	78.1%	1	Ø	3.1%	6	(S)	18.8%	00:00:15	00:00:09	00:09:06	00:03:45	00:00:13	00:00:09
	09:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:05:46	00:02:48	00:00:13	00:00:13
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:01:39	00:01:39	00:00:10	00:00:10
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:05:46	00:05:46	00:00:09	00:00:09
	12:00:00	6	4	(1)	66.7%	1	(X)	16.7%	1	8	16.7%	00:00:15	00:00:09	00:08:41	00:05:17	00:00:27	00:00:08
	13:00:00	4	2	()	50.0%	0	Ø	0.0%	2	8	50.0%	00:00:09	80:00:00	00:02:13	00:02:08	00:00:10	00:00:08
	14:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:01:39	00:01:39	00:00:12	00:00:12
	15:00:00	5	5		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:08	00:05:52	00:03:59	00:00:08	00:00:08
	16:00:00	4	4		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:06:46	00:03:27	00:00:08	00:00:08
	17:00:00	6	3	()	50.0%	0	Ø	0.0%	3	8	50.0%	00:00:11	00:00:09	00:09:06	00:04:54	00:00:11	00:00:09
	18:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:03:28	00:03:28	00:00:10	00:00:10
RealBellavistaHo	otel	18	18	②	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:15	00:00:09	00:07:32	00:02:40	00:00:10	00:00:10
	09:00:00	2	2		100.0%	0	Ø	0.0%	0		0.0%	00:00:13	00:00:10	00:03:48	00:03:04	00:00:11	00:00:11
	10:00:00	2	2		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:10	00:07:32	00:04:46	00:00:10	00:00:10
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:14	00:00:56	00:00:56	00:00:17	00:00:17
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:02:20	00:02:16	00:00:18	00:00:18
	13:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:04:03	00:03:02	00:00:08	00:00:08
	14:00:00	2	2		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:03:08	00:02:27	00:00:10	00:00:10
	15:00:00	2	2		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:08	00:03:15	00:02:17	00:00:08	00:00:08
	16:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:07	00:05:03	00:02:27	00:00:08	00:00:08
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:01:50	00:01:50	00:00:10	00:00:10
RealMarinaHotel/Resi		27	22	()	81.5%	1	Ø	3.7%	4	()	14.8%	00:00:15	00:00:10	00:19:34	00:04:16	00:00:12	00:00:10
	09:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:11	80:00:00	00:03:08	00:02:17	80:00:00	00:00:08
	10:00:00	2	2		100.0%	0	Ø	0.0%	0		0.0%	00:00:09	00:00:08	00:03:27	00:03:02	00:00:08	00:00:08
	11:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:09	00:05:38	00:03:19	00:00:09	00:00:09
	12:00:00	5	3	(1)	60.0%	0	Ø	0.0%	2	8	40.0%	00:00:15	00:00:09	00:06:39	00:04:54	00:00:13	00:00:12
	13:00:00	2	2		100.0%	0	Ø	0.0%	0		0.0%	00:00:13	00:00:10	00:04:26	00:03:24	00:00:10	00:00:10
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:10	00:07:43	00:06:50	00:00:10	00:00:10
	16:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:10	00:07:55	00:03:04	00:00:10	00:00:10
	17:00:00	2	1	(1)	50.0%	0	Ø	0.0%	1	8	50.0%	00:00:14	00:00:14	00:01:38	00:01:38	00:00:12	00:00:14
	18:00:00	4	3	(1)	75.0%	0	Ø	0.0%	1	8	25.0%	00:00:15	00:00:10	00:19:34	00:08:46	00:00:11	00:00:12
	19:00:00	1	0	8	0.0%	1	×	100.0%	0		0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:48	00:00:00
28-08-2018		55	52	②	94.5%	2	Ø	3.6%	1	②	1.8%	00:00:15	00:00:09	00:26:38	00:03:32	00:00:11	00:00:10
GrdRealSantaEu	lalia	27	24	②	88.9%	2	Ø	7.4%	1	②	3.7%	00:00:15	00:00:09	00:06:07	00:02:39	00:00:11	00:00:10
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:02:44	00:02:44	00:00:07	00:00:07
	10:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:09	00:05:01	00:03:28	00:00:11	00:00:11
	11:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:08	00:04:54	00:02:39	00:00:08	00:00:08
	12:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:10	00:01:38	00:01:05	00:00:09	00:00:09
	13:00:00	5	4		80.0%	0		0.0%	1	8	20.0%	00:00:15	00:00:09	00:03:53	00:02:22	00:00:12	00:00:11
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:08	00:04:07	00:01:42	00:00:10	00:00:10
	15:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:08	00:06:07	00:05:10	00:00:08	00:00:08
	17:00:00	3	2		66.7%	1	×	33.3%	0		0.0%	00:00:15	00:00:12	00:03:24	00:03:09	00:00:12	00:00:18
	18:00:00	2	1		50.0%	1	(X)	50.0%	0		0.0%	00:00:15	00:00:12	00:01:53	00:01:53	00:00:22	00:00:08
RealBellavistaHo	otel	6	6	Ø	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:15	00:00:11	00:06:14	00:02:10	00:00:15	00:00:15
	09:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:06:14	00:02:46	00:00:14	00:00:14
	12:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:01:05	00:00:57	00:00:17	00:00:17

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	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:15	00:02:48	00:02:48	00:00:15	00:00:15
RealMarinaHotel		22	22		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:26:38	00:04:43	00:00:10	00:00:10
	09:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:06:18	00:04:12	00:00:17	00:00:17
	10:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:26:38	00:13:28	00:00:07	00:00:07
	11:00:00	5	5	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:07	00:08:56	00:02:54	00:00:07	00:00:07
	12:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:14	00:00:12	00:04:11	00:03:16	00:00:12	00:00:12
	14:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:06:39	00:03:35	00:00:09	00:00:09
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:07	00:09:15	00:03:26	00:00:08	00:00:08
	16:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:05	00:01:29	00:01:03	00:00:05	00:00:05
	17:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:12	00:21:31	00:09:10	00:00:13	00:00:13
29-08-2018		45	45		100.0%	0		0.0%	0		0.0%	00:00:17	00:00:09	00:08:18	00:02:29	00:00:10	00:00:10
GrdRealSantaEu	ılalia	26	26	②	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:17	00:00:09	00:08:18	00:02:30	00:00:10	00:00:10
	09:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:17	00:00:14	00:05:09	00:01:47	00:00:17	00:00:17
	10:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:09	00:05:14	00:02:44	00:00:09	00:00:09
	11:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:35	00:00:35	00:00:06	00:00:06
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:00:46	00:00:46	00:00:11	00:00:1
	13:00:00	7	7	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:04:38	00:02:36	00:00:11	00:00:1
	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:16	00:00:10	00:05:22	00:02:14	00:00:08	0:00:0
	16:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:11	00:00:07	00:08:18	00:03:14	00:00:10	00:00:1
	17:00:00	3	3	②	100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:08	00:03:50	00:02:12	00:00:07	0:00:0
	18:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:10	00:04:54	00:04:30	00:00:10	00:00:1
RealBellavistaHotel		4	4	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:12	00:00:08	00:03:23	00:02:14	00:00:08	00:00:0
	09:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:01:38	00:01:10	00:00:08	0:00:0
	13:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:12	00:03:13	00:03:13	00:00:12	00:00:1
	15:00:00	1	1		100.0%	0		0.0%	0	S	0.0%	00:00:05	00:00:05	00:03:23	00:03:23	00:00:05	0:00:0
RealMarinaHotel	I/Resi	15	15	②	100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:08	00:08:13	00:02:30	00:00:10	00:00:1
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:07	00:02:36	00:01:55	00:00:10	00:00:1
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:07	00:01:40	00:01:05	00:00:10	00:00:1
	12:00:00	1	1		100.0%	0		0.0%	0	S	0.0%	00:00:04	00:00:04	00:02:03	00:02:03	00:00:04	0:00:0
	13:00:00	4	4		100.0%	0		0.0%	0	S	0.0%	00:00:09	00:00:06	00:04:26	00:02:04	00:00:06	0:00:0
	15:00:00	3	3		100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:10	00:05:39	00:02:41	00:00:14	00:00:1
	16:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:08:13	00:04:26	00:00:15	00:00:1
30-08-2018		81	65	<u>()</u>	80.2%	1		1.2%	13	(3)	16.0%	00:00:35	00:00:10	00:36:45	00:04:39	00:00:17	00:00:1
GrdRealSantaEu	ılalia	35	31		88.6%	0		0.0%	2	②	5.7%	00:00:35	00:00:11	00:36:45	00:05:03	00:00:17	00:00:1
	09:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:09	00:02:30	00:02:19	00:00:09	0:00:0
	11:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:12:47	00:04:14	00:00:15	00:00:1
	12:00:00	5	4		80.0%	0		0.0%	0		0.0%	00:00:20	00:00:11	00:36:45	00:08:28	00:00:11	00:00:0
	13:00:00	5	4		80.0%	0		0.0%	0		0.0%	00:00:21	00:00:10	00:08:35	00:05:44	00:00:30	00:00:3
	14:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00:00:11	00:00:08	00:13:59	00:06:02	00:00:08	0:00:0
	15:00:00	3	2		66.7%	0		0.0%	1	8	33.3%	00:00:13	00:00:12	00:05:45	00:03:21	00:00:10	00:00:1
	16:00:00	6	6		100.0%	0		0.0%	0		0.0%	00:00:16	00:00:11	00:11:54	00:03:52	00:00:14	00:00:1
	17:00:00	5	4		80.0%	0		0.0%	1	8	20.0%	00:00:35	00:00:14	00:05:59	00:03:16	00:00:10	0:00:0
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:15:55	00:15:55	00:02:07	00:02:0
RealBellavistaHo	otel	25	16	()	64.0%	1	②	4.0%	8	8	32.0%	00:00:15	00:00:10	00:13:29	00:04:54	00:00:20	00:00:1
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:08	00:03:00	00:01:52	00:00:08	0:00:0
	14:00:00	3	3		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:11:59	00:05:44	00:00:13	00:00:1
	15:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:12:19	00:04:09	00:00:21	00:00:2
	13.00.00	· ·	_					0.070			0.070	00.00.10		00112110	00.000	00.00.2	

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Service Performance Report

	17:00:00	3	1	8	33.3%	1		33.3%	1	8	33.3%	00:00:15	00:00:13	00:13:29	00:13:29	00:01:11	00:00:12
	18:00:00	8	1	8	12.5%	0	Ø	0.0%	7	8	87.5%	00:00:09	00:00:09	00:11:43	00:11:43	00:00:08	00:00:09
RealMarinaHotel/Resi		21	18		85.7%	0		0.0%	3		14.3%	00:00:15	00:00:09	00:14:34	00:03:40	00:00:11	00:00:12
	09:00:00	2	2		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:05:59	00:03:52	00:00:09	00:00:09
	10:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:10	00:05:07	00:03:21	00:00:10	00:00:10
	11:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:08	00:02:58	00:02:45	00:00:09	00:00:09
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:03:12	00:01:40	00:00:20	00:00:20
	13:00:00	1	1	②	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:01:19	00:01:19	00:00:09	00:00:09
	14:00:00	2	2	②	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:08	00:00:07	00:01:56	00:01:40	00:00:08	00:00:08
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:14:34	00:08:34	00:00:22	00:00:22
	16:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:10	00:13:53	00:07:25	00:00:10	00:00:10
	17:00:00	2	2	②	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:12	00:00:08	00:01:25	00:00:48	00:00:10	00:00:10
	18:00:00	3	0	8	0.0%	0		0.0%	3	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
31-08-2018		48	39	<u>()</u>	81.3%	3		6.3%	6		12.5%	00:00:15	00:00:10	00:08:22	00:03:00	00:00:24	00:00:16
GrdRealSanta	aEulalia	27	19	0	70.4%	3	0	11.1%	5	8	18.5%	00:00:15	00:00:10	00:08:13	00:03:14	00:00:31	00:00:16
	09:00:00	3	3		100.0%	0	②	0.0%	0	②	0.0%	00:00:11	00:00:09	00:08:13	00:05:07	00:00:09	00:00:09
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:01:27	00:01:27	00:00:13	00:00:13
	11:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:07:22	00:04:12	00:00:13	00:00:13
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:08	00:01:49	00:01:28	00:00:11	00:00:11
	13:00:00	9	3	8	33.3%	1	()	11.1%	5	8	55.6%	00:00:15	00:00:09	00:04:53	00:02:22	00:00:49	00:00:30
	14:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:01:51	00:01:51	00:00:07	00:00:07
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:05:01	00:03:28	00:00:09	00:00:09
	16:00:00	2	2	②	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:12	00:00:10	00:05:47	00:03:46	00:00:10	00:00:10
	17:00:00	3	2	()	66.7%	1	8	33.3%	0	Ø	0.0%	00:00:15	00:00:12	00:03:01	00:01:38	00:00:20	00:00:22
	18:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:05:24	00:05:24	00:00:28	00:00:28
	19:00:00	1	0	8	0.0%	1	(S)	100.0%	0	Ø	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:58	00:00:00
RealBellavist	aHotel	7	7	②	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:04:37	00:02:23	00:00:15	00:00:15
	09:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:01:58	00:01:58	00:00:24	00:00:24
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:01:23	00:01:23	00:00:11	00:00:11
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:02:01	00:02:01	00:00:11	00:00:11
	12:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:13	00:03:05	00:02:40	00:00:13	00:00:13
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:01:24	00:01:24	00:00:23	00:00:23
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	80:00:00	00:04:37	00:04:37	00:00:08	80:00:00
RealMarinaHo	otel/Resi	14	13	②	92.9%	0	②	0.0%	1	②	7.1%	00:00:15	00:00:10	00:08:22	00:02:57	00:00:15	00:00:16
	09:00:00	2	1	()	50.0%	0	Ø	0.0%	1	8	50.0%	00:00:07	00:00:07	00:02:11	00:02:11	00:00:06	00:00:07
	10:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:01:33	00:01:10	00:00:08	00:00:08
	12:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:05:33	00:04:04	00:00:30	00:00:30
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:12	00:00:10	00:03:55	00:02:12	00:00:11	00:00:11
	16:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:02:57	00:01:09	00:00:19	00:00:19
	17:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:08:22	00:07:19	00:00:12	00:00:12
	18:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:15	00:01:28	00:01:28	00:00:15	00:00:15
TOTAL		1684	1357		80.6%	47		2.8%	276	(16.4%	00:00:35	00:00:09	00:44:21	00:03:56	00:00:13	00:00:12

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