Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			Tatal Oham		At a self-dage	Tatal Observation			Tatal Obania								
			Total Cham	adas	Atendidas	Total Chamac	ias Al	oandonadas 	Total Chama	idas S	obrepostas						
Date / Service Name	Start Period	Total Chamadas	#		%	#		%	#		%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time
01-09-2018		18	8	(3)	44.4%	2	<u></u>	11.1%	8	(S)	44.4%	00:00:15	00:00:10	00:07:41	00:02:12	00:00:22	00:00:09
GrdRealVillaltalia		2	1	0	50.0%	0	②	0.0%	1	(S)	50.0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:06	00:00:08
	12:00:00	2	1		50.0%	0		0.0%	1	8	50.0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:06	80:00:00
HotelRealOeiras		5	3	()	60.0%	1	(S)	20.0%	1	8	20.0%	00:00:15	00:00:11	00:02:02	00:01:22	00:00:30	00:00:09
	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	00:00:06	00:00:00
	12:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:00:53	00:00:53	00:00:08	80:00:00
	14:00:00	1	1	S	100.0%	0		0.0%	0		0.0%	00:00:12	00:00:12	00:01:11	00:01:11	00:00:12	00:00:12
	15:00:00	1	0	S	0.0%	1	×	100.0%	0	Ø	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:56	00:00:00
	16:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:08	80:00:00
HotelRealPalacio		5	0	(3)	0.0%	0		0.0%	5	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	09:00:00	4	0	(X)	0.0%	0		0.0%	4	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
	16:00:00	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
HotelRealParque		3	3	②	100.0%	0		0.0%	0	②	0.0%	00:00:12	00:00:09	00:07:41	00:03:47	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	00:01:29	00:01:29	00:00:06	00:00:06
	12:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:07:41	00:07:41	00:00:08	80:00:00
	13:00:00	1	1		100.0%	0		0.0%	0	9	0.0%	00:00:12	00:00:12	00:02:10	00:02:10	00:00:12	00:00:12
RealResidencia		3	1	(3)	33.3%	1	8	33.3%	1	(S)	33.3%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:45	00:00:08
	16:00:00	3	1	(33.3%	1	8	33.3%	1	8	33.3%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:45	00:00:08
03-09-2018		74	61	0	82.4%	2		2.7%	11	<u>()</u>	14.9%	00:00:15	00:00:08	00:10:39	00:02:34	00:00:15	00:00:14
GrdRealVillaltalia		15	12	()	80.0%	0	②	0.0%	3	8	20.0%	00:00:10	00:00:06	00:05:07	00:03:09	00:00:17	00:00:18
	09:00:00	1	0		0.0%	0		0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	13:00:00	5	4		80.0%	0		0.0%	1	8	20.0%	00:00:10	00:00:05	00:05:07	00:03:50	00:00:36	00:00:40
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:03:56	00:03:18	00:00:06	00:00:06
	15:00:00	3	3	②	100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:04	00:04:08	00:03:10	00:00:05	00:00:05
	16:00:00	3	2	(1)	66.7%	0		0.0%	1	8	33.3%	00:00:09	00:00:07	00:03:20	00:01:58	00:00:09	80:00:00
	17:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:02:24	00:02:24	00:00:14	00:00:14
HotelRealOeiras		25	22	②	88.0%	2	②	8.0%	1	②	4.0%	00:00:15	00:00:08	00:06:34	00:02:30	00:00:15	00:00:15
	09:00:00	5	2	8	40.0%	2	8	40.0%	1	8	20.0%	00:00:09	00:00:08	00:01:42	00:01:26	00:00:13	80:00:00
	10:00:00	2	2	S	100.0%	0		0.0%	0		0.0%	00:00:12	00:00:09	00:03:49	00:02:32	00:00:09	00:00:09
	11:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:07	00:06:34	00:05:27	00:00:07	00:00:07
	12:00:00	1	1		100.0%	0		0.0%	0	9	0.0%	00:00:09	00:00:09	00:05:13	00:05:13	00:00:09	00:00:09
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:15	00:01:20	00:01:20	00:00:15	00:00:15
	14:00:00	2	2		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:07	00:00:41	00:00:40	00:00:10	00:00:10
	16:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:05:44	00:02:24	00:00:32	00:00:32
	17:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:02:14	00:01:25	00:00:08	00:00:08
	18:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05
										_		00-00-45	00:00:08	00:10:39	00:02:34	00:00:10	00:00:10
HotelRealPalacio		17	16	②	94.1%	0	②	0.0%	1		5.9%	00:00:15	00.00.00		00.02.04	00.00.10	
HotelRealPalacio	09:00:00	17 2	16 2	⊘	94.1% 100.0%	0	⊘	0.0% 0.0%	1		5.9% 0.0%	00:00:15	00:00:07	00:01:18	00:00:48	00:00:11	00:00:11
HotelRealPalacio	09:00:00						_										00:00:11 00:00:13
HotelRealPalacio		2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:07	00:01:18	00:00:48	00:00:11	

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	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:06	00:06:01	00:02:21	00:00:04	00:00:04
	16:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:06:03	00:03:22	00:00:14	00:00:14
	17:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:05	00:03:37	00:03:01	00:00:05	00:00:05
	18:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:02:34	00:02:27	00:00:07	00:00:07
HotelRealParque		17	11	<u>()</u>	64.7%	0	②	0.0%	6	8	35.3%	00:00:15	00:00:10	00:06:48	00:02:06	00:00:17	00:00:17
	09:00:00	4	1		25.0%	0		0.0%	3		75.0%	00:00:15	00:00:10	00:05:01	00:05:01	00:00:20	00:00:22
	10:00:00	5	2		40.0%	0		0.0%	3		60.0%	00:00:09	00:00:07	00:00:56	00:00:52	00:00:14	00:00:07
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
	13:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:13	00:06:48	00:03:12	00:00:26	00:00:26
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:15	00:00:32	00:00:32	00:00:45	00:00:45
	16:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:04	00:01:23	00:01:03	00:00:04	00:00:04
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:01:45	00:01:45	00:00:06	00:00:06
04-09-2018		95	71	<u></u>	74.7%	3	Ø	3.2%	21	8	22.1%	00:00:15	00:00:08	00:11:08	00:02:58	00:00:12	00:00:12
GrdRealVillaltalia		24	20	0	83.3%	0	②	0.0%	4	8	16.7%	00:00:10	00:00:06	00:09:57	00:03:12	00:00:09	00:00:09
	09:00:00	5	5		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:07:50	00:02:47	00:00:09	00:00:09
	10:00:00	6	2	8	33.3%	0	②	0.0%	4	8	66.7%	00:00:10	00:00:08	00:01:42	00:01:12	00:00:18	00:00:33
	12:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:04	00:02:02	00:01:45	00:00:05	00:00:05
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:08:58	00:08:58	00:00:04	00:00:04
	14:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	80:00:00	00:00:05	00:05:39	00:03:07	00:00:05	00:00:05
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:01:41	00:01:12	00:00:06	00:00:06
	16:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:09:57	00:09:57	00:00:07	00:00:07
	17:00:00	0	0		#DIV/0!	0	\top	#DIV/0!	0		#DIV/0!	00:00:09	00:00:09	00:00:39	00:00:39	00:00:00	00:00:00
	18:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:01	00:00:01	00:08:06	00:08:06	00:00:09	00:00:09
HotelRealOeiras		29	24	<u>()</u>	82.8%	1	②	3.4%	4	()	13.8%	00:00:15	00:00:08	00:06:26	00:02:42	00:00:13	00:00:14
	09:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:07	00:00:07	00:02:48	00:02:48	00:00:07	00:00:07
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:03:17	00:03:17	00:02:13	00:02:13
	11:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:15	00:00:09	00:02:55	00:02:22	00:00:18	00:00:18
	12:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:11	80:00:00	00:05:13	00:04:03	00:00:08	00:00:08
	13:00:00	4	1	8	25.0%	0	Ø	0.0%	3	8	75.0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:06	00:00:07
	14:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:11	00:06:26	00:06:26	00:00:22	00:00:22
	15:00:00	3	2	(1)	66.7%	1	8	33.3%	0	Ø	0.0%	00:00:08	00:00:05	00:03:18	00:02:22	00:00:05	00:00:08
	16:00:00	6	5	(1)	83.3%	0		0.0%	1	8	16.7%	00:00:09	00:00:06	00:03:47	00:01:44	00:00:06	00:00:06
	17:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:05:52	00:03:18	00:00:06	00:00:06
	18:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:07	00:03:41	00:02:30	00:00:07	00:00:07
HotelRealPalacio		21	10	8	47.6%	1	②	4.8%	10	8	47.6%	00:00:13	00:00:08	00:09:36	00:04:22	00:00:12	00:00:08
	10:00:00	12	1	8	8.3%	1	Ø	8.3%	10	8	83.3%	00:00:11	00:00:11	00:05:34	00:05:34	00:00:16	00:00:11
	11:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:09:36	00:06:46	00:00:08	00:00:08
	13:00:00	1	1	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:01:26	00:01:26	00:00:10	00:00:10
	14:00:00	1	1	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:07:48	00:07:48	00:00:06	00:00:06
	15:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:05	00:08:22	00:04:47	00:00:05	00:00:05
	16:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:08	00:02:29	00:01:55	00:00:08	00:00:08
		20	16	()	80.0%	1	②	5.0%	3	(3)	15.0%	00:00:15	00:00:10	00:11:08	00:02:16	00:00:15	00:00:15
HotelRealParque				-				0.0%	0	Ø	0.0%	00:00:10	00:00:10	00:11:08	00:11:08	00:00:10	00:00:10
HotelRealParque	09:00:00	1	1		100.0%	0		0.0%	_								
HotelRealParque	09:00:00 10:00:00		1 2	S	100.0%	0	0	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:03:08	00:02:11	00:00:16	00:00:16
HotelRealParque		1								Ø		00:00:15 00:00:15	00:00:10 00:00:12	00:03:08 00:01:57	00:02:11 00:01:15	00:00:16 00:00:18	00:00:16 00:00:18
HotelRealParque	10:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0		0.0%						
HotelRealParque	10:00:00 11:00:00	1 2 2	2	⊘	100.0% 100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:01:57	00:01:15	00:00:18	00:00:18

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	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:01:17	00:00:51	00:00:26	00:00:26
	16:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:12	00:03:24	00:00:31	00:00:14	00:00:20
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:10	00:00:24	00:01:00	00:00:14	00:00:14
	18:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:04	00:02:10	00:02:10	00:00:20	00:00:20
RealResidencia	10.00.00	·	-											00:02:28	00:02:28	00:00:08	00:00:07
Realitesiaelicia	11:00:00	1	1		100.0% 100.0%	0 0		0.0% 0.0%	0	⊘	0.0% 0.0%	00:00:08 00:00:08	00:00:08 00:00:08	00:02:28	00:02:28	00:00:08	00:00:08
05-09-2018		88			79.5%	-	O	6.8%	-	<u> </u>		00:00:15		00:08:26	00:01:49	00:00:14	00:00:13
GrdRealVillaltalia			70		59.3%	6			12	8	13.6%	00:00:10	00:00:08	00:05:18	00:01:45	00:00:20	00:00:21
Orancai vinanana	11:00:00	27	16 2		100.0%	3		11.1% 0.0%	8		29.6% 0.0%	00:00:10	00:00:07 00:00:06	00:01:47	00:01:10	00:00:07	00:00:07
	12:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:02:17	00:01:27	00:00:48	00:00:48
	13:00:00	5	2		40.0%	0		0.0%	3	S	60.0%	00:00:05	00:00:04	00:04:22	00:03:49	00:00:07	00:00:04
	14:00:00	7	2	8	28.6%	3	8	42.9%	2	8	28.6%	00:00:10	00:00:07	00:01:06	00:00:45	00:00:29	00:00:28
	15:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:03	00:00:07	00:01:00	00:00:48	00:00:29	00:00:03
	16:00:00	8	5		62.5%	0		0.0%	3	S	37.5%	00:00:10	00:00:03	00:05:18	00:00:48	00:00:03	00:00:03
HotelRealOeiras	10.00.00	-												00:03:18	00:02:02	00:00:11	00:00:11
noteirealOellas	09:00:00	35 1	31 1	⊘	88.6% 100.0%	2 0	⊘	5.7% 0.0%	2	⊘	5.7% 0.0%	00:00:15 00:00:10	00:00:08 00:00:10	00:01:00	00:01:48	00:00:11	00:00:12
	10:00:00	7	7	9	100.0%	0		0.0%	0	9	0.0%	00:00:10		00:01:00	00:01:48	00:00:10	00:00:10
	11:00:00	4	3		75.0%	1		25.0%	0	9	0.0%	00:00:15	00:00:09	00:04:00	00:01:46	00:00:13	00:00:13
	12:00:00	1			100.0%	-		0.0%	0	O	0.0%	00:00:13		00:00:44	00:02:04		00:00:13
			1		66.7%	0	0	0.0%	-	8			00:00:11			00:00:11	
	13:00:00	3	2			0	9		1	8	33.3%	00:00:15	00:00:08	00:08:26	00:05:36	00:00:10	00:00:12
	14:00:00	5	4		80.0%	0		0.0%	1		20.0%	00:00:10	00:00:08	00:01:47	00:00:57	00:00:08	00:00:08
	15:00:00	8	7	9	87.5%	1		12.5%	0		0.0%	00:00:15	00:00:08	00:04:03	00:01:47	00:00:11	00:00:12
	16:00:00	2	2	Ø	100.0%	0	9	0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:02:40	00:01:41	00:00:06	00:00:06
	17:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:01:50	00:01:17	00:00:13	00:00:13
	18:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:14	00:00:36	00:00:36	00:00:16	00:00:16
HotelRealPalacio		10	9	Ø	90.0%	1	()	10.0%	0	②	0.0%	00:00:15	00:00:10	00:04:04	00:01:52	00:00:13	00:00:11
	09:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:01:01	00:01:01	00:00:05	00:00:05
	11:00:00	1	1	Ø	100.0%	0	9	0.0%	0	Ø	0.0%	00:00:08	80:00:00	00:01:43	00:01:43	00:00:08	00:00:08
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:16	00:01:16	00:00:04	00:00:04
	14:00:00	1	1	Ø	100.0%	0	9	0.0%	0	Ø	0.0%	00:00:11	00:00:11	00:00:53	00:00:53	00:00:11	00:00:11
	15:00:00	3	2	<u> </u>	66.7%	1	S	33.3%	0		0.0%	00:00:15	00:00:12	00:04:04	00:02:48	00:00:16	00:00:10
	16:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:09	80:00:00	00:02:02	00:01:44	00:00:09	00:00:09
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:02:55	00:02:55	00:00:34	00:00:34
HotelRealParque		15	14	②	93.3%	0	②	0.0%	1	②	6.7%	00:00:15	00:00:08	00:05:51	00:01:54	00:00:10	00:00:11
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:02:16	00:02:16	00:00:06	00:00:06
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:03	00:00:03	00:01:30	00:01:30	00:00:04	00:00:04
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:02:24	00:01:49	00:00:14	00:00:14
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:01:56	00:01:56	00:00:21	00:00:21
	14:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:05:51	00:03:12	00:00:06	00:00:06
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:04	00:01:49	00:01:20	00:00:04	00:00:04
	16:00:00	3	2		66.7%	0		0.0%	1	8	33.3%	00:00:15	00:00:11	00:01:31	00:01:16	00:00:18	00:00:26
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:07	00:00:07
	18:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:03:06	00:02:10	00:00:06	00:00:06
RealResidencia		1	0	(S)	0.0%	0		0.0%	1	(S)	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	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	00:00:07	00:00:00
06-09-2018		65	62	②	95.4%	1	②	1.5%	2	②	3.1%	00:00:15	00:00:07	00:09:48	00:02:19	00:00:08	00:00:09
GrdRealVillaltalia		15	13	②	86.7%	0	Ø	0.0%	2	0	13.3%	00:00:10	00:00:06	00:09:48	00:03:44	00:00:07	00:00:07

Service Performance Report

	40.00.00	4	4		400.00/			0.00/			0.00/	00.00.40	00.00.00	00.04.07	00.04.07	00.00.40	00.00.40
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:06	00:01:27	00:01:27	00:00:13	00:00:13
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:05:02	00:05:02	00:00:04	00:00:04
	13:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:06	00:09:48	00:07:16	00:00:07	00:00:07
	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:04	00:03:39	00:02:30	00:00:05	00:00:05
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:09:38	00:02:55	00:00:05	00:00:05
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:03	00:00:03	00:01:35	00:01:35	00:00:04	00:00:04
	17:00:00	4	2	W	50.0%	0		0.0%	2	8	50.0%	00:00:10	00:00:09	00:06:44	00:05:00	00:00:11	00:00:14
HotelRealOeiras		22	21	Ø	95.5%	1	Ø	4.5%	0		0.0%	00:00:15	00:00:07	00:04:40	00:01:48	80:00:00	80:00:00
	09:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:03:17	00:03:06	00:00:14	00:00:14
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:08	80:00:00	00:01:50	00:01:50	00:00:08	00:00:08
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:04	00:00:54	00:00:47	00:00:04	00:00:04
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:03:52	00:03:52	00:00:05	00:00:05
	13:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:33	00:01:33	00:00:04	00:00:04
	14:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:04:40	00:01:52	00:00:06	00:00:06
	16:00:00	4	3	()	75.0%	1	(X)	25.0%	0	Ø	0.0%	00:00:15	00:00:06	00:03:09	00:01:37	00:00:09	00:00:10
	17:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:07	00:03:32	00:01:29	00:00:07	00:00:07
	18:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:03:05	00:01:29	00:00:13	00:00:13
HotelRealPalacio		7	7		100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:07	00:04:48	00:01:53	00:00:10	00:00:10
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:01:35	00:01:30	00:00:23	00:00:23
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
	13:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:07	00:04:48	00:02:52	00:00:11	00:00:11
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:01:12	00:00:58	00:00:06	00:00:06
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:02:27	00:02:27	00:00:06	00:00:06
HotelRealParque		19	19		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:06:26	00:01:59	00:00:08	00:00:08
	09:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:07	00:02:33	00:01:54	00:00:10	00:00:10
	10:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:04:42	00:02:21	00:00:09	00:00:09
	11:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:05	00:03:08	00:02:03	00:00:07	00:00:07
	12:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:06	00:00:06
	15:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:30	00:00:30	00:00:06	00:00:06
	16:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:05	00:02:16	00:01:33	00:00:05	00:00:05
	17:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:06	00:06:26	00:02:13	00:00:06	00:00:06
RealResidencia		2	2		100.0%	0	⊘	0.0%	0		0.0%	00:00:15	00:00:10	00:04:08	00:02:25	00:00:24	00:00:24
	11:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:03	00:00:10	00:04:08	00:04:08	00:00:04	00:00:04
	16:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:00:42	00:00:42	00:00:44	00:00:44
07-09-2018	. 0.00.00	87			67.8%		⊘	9.2%	20	8	23.0%	00:00:15	00:00:08	00:15:49	00:02:53	00:00:20	00:00:14
GrdRealVillaltalia		27	59 14		51.9%	8	⊗	22.2%	7	S	25.9%	00:00:10	00:00:08	00:15:49	00:05:37	00:00:29	00:00:13
Or ar toar t manana	10:00:00	2	0	S	0.0%	6	8	50.0%	1	S	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:30	00:00:00
	11:00:00	6	1	8	16.7%	1	8	16.7%	4	8	66.7%	00:00:10	00:00:10	00:07:43	00:07:43	00:00:48	00:00:37
	12:00:00	7	4		57.1%	2	8	28.6%	1		14.3%	00:00:10	00:00:10	00:07:43	00:07:43	00:00:48	00:00:37
	13:00:00	2	2		100.0%	0	Ø	0.0%	0		0.0%	00:00:10	00:00:05	00:14:36	00:04:03	00:00:10	00:00:13
	14:00:00	2	2	O	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:01:39	00:00:50	00:00:18	00:00:16
				S			9			9							
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:15:49	00:14:06	00:00:06	00:00:06
	16:00:00	5	2		40.0%	2	S	40.0%	1	(S)	20.0%	00:00:10	00:00:08	00:03:12	00:01:56	00:00:36	00:00:10
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:06	00:00:06	00:01:07	00:01:07	00:00:07	00:00:07
HotelRealOeiras	10	25	21		84.0%	0	Ø	0.0%	4	(S)	16.0%	00:00:15	00:00:08	00:11:55	00:02:24	00:00:12	00:00:13
	10:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:03:42	00:02:02	00:00:13	00:00:13
	11:00:00	3	2		66.7%	0		0.0%	1	(X)	33.3%	00:00:15	00:00:09	00:01:00	00:00:48	00:00:10	00:00:13

Service Performance Report

	12.00.00	10	0		90.00/	0		0.0%	2	8	20.00/	00.00.15	00.00.07	00:04:22	00.02.10	00.00.12	00.00.14
	12:00:00	10	8		80.0%	0	S	0.0%	2		20.0%	00:00:15	00:00:07	00:04:33	00:02:19	00:00:13	00:00:14
	13:00:00			O	100.0%	0	3		0	Ø		00:00:15	00:00:09	00:01:35	00:01:35	00:00:18	00:00:18
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:01:04	00:01:04	00:00:48	00:00:48
	15:00:00	4	4	Ø	100.0%	0	2	0.0%	0	O	0.0%	00:00:08	00:00:06	00:06:19	00:02:31	00:00:06	00:00:06
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	17:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:08	00:11:55	00:06:20	00:00:08	00:00:08
	18:00:00	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	00:00:10	00:00:00
HotelRealPalacio		16	13	()	81.3%	0	②		3	8		00:00:15	00:00:08	00:06:29	00:02:00	00:00:08	00:00:09
	09:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:08	00:03:57	00:03:24	00:00:08	80:00:00
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:06:29	00:06:29	00:00:07	00:00:07
	11:00:00	3	0		0.0%	0		0.0%	3		100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:15	00:01:30	00:01:30	00:00:45	00:00:45
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:01:17	00:01:17	00:00:04	00:00:04
	15:00:00	4	4	Ø	100.0%	0		0.0%	0	S	0.0%	00:00:08	00:00:05	00:03:11	00:01:56	00:00:05	00:00:05
	16:00:00	4	4	Ø	100.0%	0		0.0%	0		0.0%	00:00:11	00:00:06	00:01:45	00:00:50	00:00:06	00:00:06
HotelRealParque		18	11		61.1%	2	()	11.1%	5	8	27.8%	00:00:15	00:00:11	00:02:35	00:01:33	00:00:27	00:00:23
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:02:35	00:02:35	00:00:06	00:00:06
	10:00:00	3	2	()	66.7%	0	Ø	0.0%	1	8	33.3%	00:00:05	00:00:04	00:01:38	00:01:36	00:00:05	00:00:04
	11:00:00	1	0	(0.0%	0	Ø	0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:09	00:02:27	00:01:34	00:00:09	00:00:09
	15:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	16:00:00	4	3	()	75.0%	0	Ø	0.0%	1	8	25.0%	00:00:15	00:00:10	00:01:59	00:01:26	00:00:30	00:00:31
	17:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:01:50	00:01:50	00:00:40	00:00:40
	18:00:00	5	2	8	40.0%	1	8	20.0%	2	8	40.0%	00:00:15	00:00:12	00:01:32	00:01:00	00:00:43	00:00:44
	19:00:00	1	0	(X)	0.0%	1	×	100.0%	0	S	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:59	00:00:00
RealResidencia		1	0		0.0%	0		0.0%	1	8		00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
	11:00:00	1	0	8	0.0%	0		0.0%	1	8		00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
08-09-2018		19	12		63.2%	2		10.5%	5	(S)		00:00:15	00:00:06	00:08:38	00:03:28	00:00:19	00:00:12
GrdRealVillaltalia		5	2	⊗	40.0%	0	⊘	0.0%	3	⊗		00:00:05	00:00:05	00:04:39	00:02:24	00:00:05	00:00:05
	09:00:00	2	1		50.0%	0	Ø	0.0%	1	S	50.0%	00:00:05	00:00:05	00:04:39	00:04:39	00:00:06	00:00:05
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:00:09	00:00:09	00:00:05	00:00:05
	13:00:00	2	0	S	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
HotelRealOeiras	10.00.00									8				00:08:38	00:04:34	00:00:39	00:00:26
HotelicalOcilas	10:00:00	8	4 2	()	50.0% 50.0%	2		25.0% 25.0%	2 1	⊗	25.0% 25.0%	00:00:15 00:00:15	00:00:08 00:00:08	00:04:54	00:04:34	00:01:06	00:00:48
	13:00:00	2	0	S	0.0%	1		50.0%	1	8	50.0%	00:00:15	00:00:15	00:00:00	00:00:14	00:00:19	00:00:40
	15:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:06	00:00:13	00:08:38	00:00:00	00:00:19	00:00:06
	16:00:00	1	1		100.0%	0	S	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:03:11	00:03:11	00:00:04	00:00:04
Hatal Dani Dalasia	10.00.00						_										
HotelRealPalacio	14.00.00	1	1		100.0%	0		0.0%	0	②		00:00:03	00:00:03	00:02:45	00:02:45	00:00:03	00:00:03
HetelDaalDaarna	14:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø		00:00:03	00:00:03	00:02:45	00:02:45	00:00:03	00:00:03
HotelRealParque	10.00.00	5	5	⊘	100.0%	0	②	0.0%	0	2		00:00:07	00:00:05	00:06:13	00:03:08	00:00:05	00:00:05
	10:00:00	1	1		100.0%	0		0.0%	0	Ø		00:00:04	00:00:04	00:06:13	00:06:13	00:00:04	00:00:04
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:50	00:01:50	00:00:04	00:00:04
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:05	00:04:47	00:02:32	00:00:05	00:00:05
10-09-2018		83	76		91.6%	3		3.6%	4	Ø		00:00:15	00:00:08	00:16:06	00:02:28	00:00:16	00:00:14
GrdRealVillaltalia		16	15	②	93.8%	1	②	6.3%	0	②		00:00:10	00:00:07	00:16:06	00:04:29	00:00:10	00:00:11
	09:00:00	1	1		100.0%	0		0.0%	0	Ø		00:00:09	00:00:09	00:06:39	00:06:39	00:00:09	00:00:09
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:16:06	00:16:06	00:00:17	00:00:17
	13:00:00	5	5	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:10:10	00:03:12	00:00:15	00:00:15

Service Performance Report

	44.00.00	2			400.00/	0		0.00/	0		0.00/	00.00.40	00.00.00	00.40.04	00.00.00	00.00.40	00-00-40
	14:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:10:21	00:06:20	00:00:12	00:00:12
	15:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:05	00:05:20	00:04:22	00:00:06	00:00:06
	16:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:05	00:01:06	00:00:56	00:00:06	00:00:06
	17:00:00	1	0	8	0.0%	1	w .	100.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealOeiras		37	35		94.6%	1	Ø	2.7%	1	Ø	2.7%	00:00:15	00:00:09	00:07:50	00:02:11	00:00:20	00:00:18
	09:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:02:02	00:01:50	00:00:06	00:00:06
	10:00:00	6	5	<u> </u>	83.3%	0		0.0%	1	8	16.7%	00:00:15	00:00:08	00:06:01	00:02:13	00:00:39	00:00:46
	11:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:04:11	00:02:07	00:00:06	00:00:06
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:00:34	00:00:34	00:00:06	00:00:06
	14:00:00	8	8	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	80:00:00	00:07:50	00:03:04	00:00:11	00:00:11
	15:00:00	8	8		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:04:35	00:01:34	00:00:12	00:00:12
	16:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:02:42	00:01:40	00:00:11	00:00:11
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:07	00:00:07
	18:00:00	3	2		66.7%	1	8	33.3%	0		0.0%	00:00:15	00:00:12	00:03:32	00:02:52	00:01:15	00:00:58
HotelRealPalacio		7	5		71.4%	0		0.0%	2	(3)	28.6%	00:00:11	00:00:07	00:02:46	00:01:50	00:00:09	00:00:07
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:11	00:01:52	00:01:52	00:00:11	00:00:11
	12:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:02:46	00:02:46	00:00:04	00:00:04
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:08	00:00:08
	14:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:06	00:02:23	00:01:50	00:00:06	00:00:06
	18:00:00	2	0	8	0.0%	0	②	0.0%	2	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
HotelRealParque		23	21	②	91.3%	1	②	4.3%	1	②	4.3%	00:00:15	00:00:09	00:05:42	00:01:40	00:00:17	00:00:11
	09:00:00	2	2		100.0%	0	Ø	0.0%	0		0.0%	00:00:07	00:00:06	00:02:46	00:01:50	00:00:07	00:00:07
	10:00:00	3	1	8	33.3%	1	8	33.3%	1	8	33.3%	00:00:15	00:00:11	00:01:24	00:01:24	00:00:55	80:00:00
	11:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:07	00:05:42	00:02:23	00:00:07	00:00:07
	12:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:04	00:00:04	00:02:21	00:02:21	00:00:04	00:00:04
	13:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:11	00:00:11	00:01:18	00:01:18	00:00:12	00:00:12
	14:00:00	2	2	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:07	00:00:07	00:01:30	00:01:20	00:00:07	00:00:07
	15:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:02:02	00:01:29	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	00:01:31	00:01:31	00:00:20	00:00:20
	18:00:00	3	3		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:02:05	00:01:17	00:00:21	00:00:21
11-09-2018		65	59		90.8%	2		3.1%	4		6.2%	00:00:15	00:00:08	00:06:49	00:01:57	00:00:15	00:00:11
GrdRealVillaltalia		7	7	O	100.0%	0	2	0.0%	0	O	0.0%	00:00:10	00:00:07	00:03:39	00:01:37	00:00:09	00:00:09
	10:00:00	3	3		100.0%	0	Ø	0.0%	0		0.0%	00:00:08	00:00:08	00:03:39	00:01:35	00:00:08	00:00:08
	16:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00.00.10	00:00:07	00:02:51	00:01:52	00:00:10	00:00:10
				_		0		0.076	0		0.076	00:00:10	00.00.07				
1	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:00:57	00:00:57	00:00:08	00:00:08
HotelRealOeiras	17:00:00				100.0%	0		0.0%			0.0%			00:00:57 00:06:49		00:00:08 00:00:17	00:00:08 00:00:12
HotelRealOeiras	17:00:00	1 29 1	1 26 1	Ø			Ø		0	Ø		00:00:08	00:00:08		00:00:57		
HotelRealOeiras		29	26	⊘	100.0% 89.7%	0 2	⊘	0.0% 6.9%	0 1	⊘	0.0% 3.4%	00:00:08 00:00:15	00:00:08 00:00:09	00:06:49	00:00:57 00:01:55	00:00:17	00:00:12
HotelRealOeiras	09:00:00	29 1	26 1	Ø	100.0% 89.7% 100.0%	0 2 0	Ø	0.0% 6.9% 0.0%	0 1 0	Ø	0.0% 3.4% 0.0%	00:00:08 00:00:15 00:00:14	00:00:08 00:00:09 00:00:14	00:06:49 00:03:44	00:00:57 00:01:55 00:03:44	00:00:17 00:00:15	00:00:12 00:00:15
HotelRealOeiras	09:00:00	29 1 5	26 1 5	Ø	100.0% 89.7% 100.0% 100.0%	0 2 0	9 9 9	0.0% 6.9% 0.0% 0.0%	0 1 0	9 9 9	0.0% 3.4% 0.0% 0.0%	00:00:08 00:00:15 00:00:14 00:00:15	00:00:08 00:00:09 00:00:14 00:00:07	00:06:49 00:03:44 00:01:55	00:00:57 00:01:55 00:03:44 00:01:00	00:00:17 00:00:15 00:00:09	00:00:12 00:00:15 00:00:09
HotelRealOeiras	09:00:00 10:00:00 11:00:00	29 1 5 4	26 1 5 4	0	100.0% 89.7% 100.0% 100.0%	0 2 0 0	ØØØØ	0.0% 6.9% 0.0% 0.0%	0 1 0 0	Ø Ø	0.0% 3.4% 0.0% 0.0% 0.0%	00:00:08 00:00:15 00:00:14 00:00:15 00:00:08	00:00:08 00:00:09 00:00:14 00:00:07 00:00:07	00:06:49 00:03:44 00:01:55 00:06:16	00:00:57 00:01:55 00:03:44 00:01:00 00:03:00	00:00:17 00:00:15 00:00:09 00:00:07	00:00:12 00:00:15 00:00:09 00:00:07
HotelRealOeiras	09:00:00 10:00:00 11:00:00 12:00:00	29 1 5 4 3	26 1 5 4 3	9 9 9	100.0% 89.7% 100.0% 100.0% 100.0%	0 2 0 0 0	9 9 9 9	0.0% 6.9% 0.0% 0.0% 0.0%	0 1 0 0 0	Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø	0.0% 3.4% 0.0% 0.0% 0.0% 0.0%	00:00:08 00:00:15 00:00:14 00:00:15 00:00:08 00:00:15	00:00:08 00:00:09 00:00:14 00:00:07 00:00:07 00:00:10	00:06:49 00:03:44 00:01:55 00:06:16 00:02:17	00:00:57 00:01:55 00:03:44 00:01:00 00:03:00 00:01:34	00:00:17 00:00:15 00:00:09 00:00:07 00:00:13	00:00:12 00:00:15 00:00:09 00:00:07 00:00:13
HotelRealOeiras	09:00:00 10:00:00 11:00:00 12:00:00 13:00:00	29 1 5 4 3 3	26 1 5 4 3 2		100.0% 89.7% 100.0% 100.0% 100.0% 100.0% 66.7%	0 2 0 0 0 0	∅∅∅∅∅∅∅	0.0% 6.9% 0.0% 0.0% 0.0% 0.0% 33.3%	0 1 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% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0%	00:00:08 00:00:15 00:00:14 00:00:15 00:00:08 00:00:15 00:00:15	00:00:08 00:00:09 00:00:14 00:00:07 00:00:07 00:00:10	00:06:49 00:03:44 00:01:55 00:06:16 00:02:17 00:01:00	00:00:57 00:01:55 00:03:44 00:01:00 00:03:00 00:01:34 00:00:55	00:00:17 00:00:15 00:00:09 00:00:07 00:00:13 00:00:43	00:00:12 00:00:15 00:00:09 00:00:07 00:00:13
HotelRealOeiras	09:00:00 10:00:00 11:00:00 12:00:00 13:00:00 14:00:00	29 1 5 4 3 3	26 1 5 4 3 2		100.0% 89.7% 100.0% 100.0% 100.0% 66.7% 100.0%	0 2 0 0 0 0 0	∅∅∅∅∅∅	0.0% 6.9% 0.0% 0.0% 0.0% 0.0% 33.3% 0.0%	0 1 0 0 0 0 0		0.0% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	00:00:08 00:00:15 00:00:14 00:00:15 00:00:08 00:00:15 00:00:15 00:00:15	00:00:08 00:00:09 00:00:14 00:00:07 00:00:07 00:00:10 00:00:10 00:00:07	00:06:49 00:03:44 00:01:55 00:06:16 00:02:17 00:01:00 00:02:36	00:00:57 00:01:55 00:03:44 00:01:00 00:03:00 00:01:34 00:00:55 00:02:16	00:00:17 00:00:15 00:00:09 00:00:07 00:00:13 00:00:43 00:00:11	00:00:12 00:00:15 00:00:09 00:00:07 00:00:13 00:00:11
HotelRealOeiras	09:00:00 10:00:00 11:00:00 12:00:00 13:00:00 14:00:00 15:00:00	29 1 5 4 3 3 2 3	26 1 5 4 3 2 2 2		100.0% 89.7% 100.0% 100.0% 100.0% 66.7% 100.0% 100.0%	0 2 0 0 0 0 1	9 9 9 9 8	0.0% 6.9% 0.0% 0.0% 0.0% 0.0% 33.3% 0.0% 0.0%	0 1 0 0 0 0 0 0		0.0% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	00:00:08 00:00:15 00:00:14 00:00:15 00:00:08 00:00:15 00:00:15 00:00:15 00:00:15	00:00:08 00:00:09 00:00:14 00:00:07 00:00:07 00:00:10 00:00:10 00:00:07 00:00:10 00:00:05	00:06:49 00:03:44 00:01:55 00:06:16 00:02:17 00:01:00 00:02:36 00:03:28 00:01:04	00:00:57 00:01:55 00:03:44 00:01:00 00:03:00 00:01:34 00:00:55 00:02:16 00:02:08 00:01:04	00:00:17 00:00:15 00:00:09 00:00:07 00:00:13 00:00:43 00:00:11 00:00:17 00:00:05	00:00:12 00:00:15 00:00:09 00:00:07 00:00:13 00:00:13 00:00:11
HotelRealOeiras	09:00:00 10:00:00 11:00:00 12:00:00 13:00:00 14:00:00 15:00:00 16:00:00 17:00:00	29 1 5 4 3 3 2 3 1 4	26 1 5 4 3 2 2 2 3 1		100.0% 89.7% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	0 2 0 0 0 0 1 0 0	∅∅∅∅∅∅∅∅	0.0% 6.9% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	0 1 0 0 0 0 0 0 0		0.0% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	00:00:08 00:00:15 00:00:14 00:00:15 00:00:08 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15	00:00:08 00:00:09 00:00:14 00:00:07 00:00:10 00:00:10 00:00:07 00:00:10 00:00:05 00:00:09	00:06:49 00:03:44 00:01:55 00:06:16 00:02:17 00:01:00 00:02:36 00:03:28 00:01:04 00:06:49	00:00:57 00:01:55 00:03:44 00:01:00 00:03:00 00:01:34 00:00:55 00:02:16 00:02:08 00:01:04 00:02:18	00:00:17 00:00:15 00:00:09 00:00:07 00:00:13 00:00:43 00:00:11 00:00:17 00:00:05 00:00:13	00:00:12 00:00:15 00:00:09 00:00:07 00:00:13 00:00:11 00:00:17 00:00:05 00:00:13
HotelRealPalacio	09:00:00 10:00:00 11:00:00 12:00:00 13:00:00 14:00:00 15:00:00	29 1 5 4 3 3 2 3 1	26 1 5 4 3 2 2 3 1		100.0% 89.7% 100.0% 100.0% 100.0% 66.7% 100.0% 100.0%	0 2 0 0 0 0 1 0 0 0		0.0% 6.9% 0.0% 0.0% 0.0% 0.0% 33.3% 0.0% 0.0%	0 1 0 0 0 0 0 0		0.0% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	00:00:08 00:00:15 00:00:14 00:00:15 00:00:08 00:00:15 00:00:15 00:00:15 00:00:15	00:00:08 00:00:09 00:00:14 00:00:07 00:00:07 00:00:10 00:00:10 00:00:07 00:00:10 00:00:05	00:06:49 00:03:44 00:01:55 00:06:16 00:02:17 00:01:00 00:02:36 00:03:28 00:01:04	00:00:57 00:01:55 00:03:44 00:01:00 00:03:00 00:01:34 00:00:55 00:02:16 00:02:08 00:01:04	00:00:17 00:00:15 00:00:09 00:00:07 00:00:13 00:00:43 00:00:11 00:00:17 00:00:05	00:00:12 00:00:15 00:00:09 00:00:07 00:00:13 00:00:11 00:00:17 00:00:05

Service Performance Report

	11:00:00	2	2	9	100.0%	0	Ø	0.0%	0	•		00:00:08	00:00:07	00:04:47	00:03:24	00:00:07	00:00:07
	14:00:00	3	3	Ø	100.0%	0		0.0%	0			00:00:15	00:00:08	00:04:21	00:02:38	00:00:20	00:00:20
	16:00:00	1	1	Ø	100.0%	0		0.0%	0			00:00:15	00:00:06	00:01:34	00:01:34	00:00:24	00:00:24
	17:00:00	1	1		100.0%	0		0.0%	0			00:00:15	00:00:14	00:05:29	00:05:29	00:00:28	00:00:28
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:02:07	00:02:07	00:00:24	00:00:24
HotelRealParque		15	15	②	100.0%	0	②	0.0%	0	•	0.0%	00:00:15	00:00:07	00:03:32	00:01:33	00:00:08	00:00:08
	10:00:00	2	2		100.0%	0		0.0%	0	•	0.0%	00:00:06	00:00:05	00:03:32	00:02:09	00:00:05	00:00:05
	11:00:00	1	1		100.0%	0		0.0%	0	•	0.0%	00:00:08	00:00:08	00:01:38	00:01:38	00:00:08	00:00:08
	12:00:00	4	4	Ø	100.0%	0		0.0%	0	4	0.0%	00:00:09	00:00:07	00:03:04	00:01:37	00:00:08	80:00:00
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	4	0.0%	00:00:03	00:00:03	00:00:47	00:00:47	00:00:03	00:00:03
	14:00:00	3	3	Ø	100.0%	0		0.0%	0	4	0.0%	00:00:15	00:00:10	00:01:50	00:01:06	00:00:13	00:00:13
	16:00:00	1	1	Ø	100.0%	0		0.0%	0	•	0.0%	00:00:05	00:00:05	00:01:40	00:01:40	00:00:05	00:00:05
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	€	0.0%	00:00:07	00:00:06	00:02:08	00:01:33	00:00:06	00:00:06
	18:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	4	0.0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
RealResidencia		2	2	②	100.0%	0	②	0.0%	0	Q	0.0%	00:00:15	00:00:09	00:03:41	00:02:20	00:00:14	00:00:14
	11:00:00	1	1		100.0%	0		0.0%	0	3		00:00:06	00:00:06	00:00:58	00:00:58	00:00:06	00:00:06
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	4	0.0%	00:00:15	00:00:10	00:03:41	00:03:41	00:00:21	00:00:21
12-09-2018		73	72		98.6%	0		0.0%	1	2	1.4%	00:00:15	00:00:08	00:33:06	00:02:53	00:00:10	00:00:10
GrdRealVillaltalia		16	16	O	100.0%	0	Ø	0.0%	0	O		00:00:11	00:00:07	00:10:57	00:03:08	00:00:11	00:00:11
	10:00:00	1	1		100.0%	0		0.0%	0			00:00:07	00:00:07	00:02:05	00:02:05	00:00:07	00:00:07
	11:00:00	1	1		100.0%	0		0.0%	0	S	0.0%	00:00:03	00:00:03	00:06:17	00:06:17	00:00:03	00:00:03
	12:00:00	1	1		100.0%	0		0.0%	0			00:00:08	00:00:08	00:10:57	00:10:57	00:00:08	00:00:08
	13:00:00	1	1		100.0%	0		0.0%	0	4		00:00:04	00:00:03	00:01:53	00:01:24	00:00:04	00:00:04
	14:00:00	5	5		100.0%	0		0.0%	0	Q		00:00:11	00:00:07	00:09:33	00:03:25	00:00:09	00:00:09
	15:00:00	4	4		100.0%	0		0.0%	0			00:00:10	00:00:07	00:04:48	00:02:22	00:00:11	00:00:11
	16:00:00	0	0		#DIV/0!	0	+	#DIV/0!	0		#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	17:00:00	2	2		100.0%	0		0.0%	0	2		00:00:10	00:00:07	00:03:13	00:02:04	00:00:32	00:00:32
	18:00:00	1	1		100.0%	0		0.0%	0	S		00:00:10	00:00:06	00:00:24	00:00:24	00:00:02	00:00:02
HotelRealOeiras	10.00.00	-	·											00:08:11	00:02:20	00:00:10	00:00:00
i loteliveal Oeli as	09:00:00	22 1	21 1		95.5% 100.0%	0	⊘	0.0% 0.0%	1 0	Q		00:00:15 00:00:05	00:00:08 00:00:05	00:02:36	00:02:26	00:00:10	00:00:05
	11:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Q		00:00:03	00:00:05	00:02:30	00:02:30	00:00:05	00:00:05
	12:00:00	2		9	100.0%	0	O	0.0%	0	S		00:00:07	00:00:10	00:01:53	00:01:30	00:00:05	00:00:05
	13:00:00	3	3		100.0%	0	S	0.0%	0	Q		00:00:15	00:00:10	00:04:48	00:01:50	00:00:15	00:00:15
	14:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	•		00:00:08	00:00:06	00:06:38	00:03:37	00:00:06	00:00:06
	15:00:00	3	3		100.0%	0		0.0%	0	9		00:00:07	00:00:06	00:08:11	00:03:16	00:00:06	00:00:06
	16:00:00	5	5	9	100.0%	0		0.0%	0	•		00:00:09	00:00:07	00:03:45	00:01:25	00:00:07	00:00:07
	17:00:00	1	1		100.0%	0		0.0%	0	4		00:00:15	00:00:12	00:03:45	00:03:45	00:00:26	00:00:26
	18:00:00	2	1		50.0%	0	Ø	0.0%	1	8		00:00:08	00:00:08	00:00:32	00:00:32	00:00:10	00:00:08
HotelRealPalacio		14	14	Ø	100.0%	0	Ø	0.0%	0	•		00:00:15	00:00:08	00:05:50	00:02:03	00:00:11	00:00:11
	09:00:00	2	2		100.0%	0	Ø	0.0%	0	•		00:00:05	00:00:04	00:01:14	00:01:02	00:00:04	00:00:04
	12:00:00	1	1	9	100.0%	0	Ø	0.0%	0	9		00:00:15	00:00:09	00:02:40	00:02:40	00:00:19	00:00:19
	14:00:00	3	3	9	100.0%	0	Ø	0.0%	0	•		00:00:15	00:00:08	00:04:47	00:03:37	00:00:12	00:00:12
	15:00:00	6	6		100.0%	0		0.0%	0			00:00:15	00:00:08	00:02:16	00:01:13	00:00:11	00:00:11
	18:00:00	2	2	Ø	100.0%	0		0.0%	0			00:00:15	00:00:09	00:05:50	00:03:17	00:00:13	00:00:13
HotelRealParque		21	21	②	100.0%	0	Ø	0.0%	0	•		00:00:15	00:00:08	00:33:06	00:03:50	00:00:10	00:00:10
	09:00:00	3	3		100.0%	0		0.0%	0			00:00:15	00:00:08	00:33:06	00:12:44	00:00:11	00:00:11
	10:00:00	3	3		100.0%	0		0.0%	0			80:00:00	00:00:06	00:02:38	00:02:28	00:00:06	00:00:06
	11:00:00	2	2	Ø	100.0%	0		0.0%	0	S	0.0%	00:00:15	00:00:09	00:01:45	00:01:06	00:00:14	00:00:14

Service Performance Report

	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:01:08	00:01:08	00:00:24	00:00:24
	15:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:12	00:10:10	00:03:53	00:00:08	00:00:21
	16:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:00:58	00:00:50	00:00:12	00:00:12
	17:00:00	5	5		100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:07	00:08:56	00:02:42	00:00:07	00:00:07
13-09-2018		80	69	⊘	86.3%	3	O	3.8%	8		10.0%	00:00:15	00:00:08	00:13:38	00:02:20	00:00:16	00:00:12
GrdRealVillaltalia		8	7	O	87.5%	0	O	0.0%	1		12.5%	00:00:10	00:00:08	00:13:38	00:03:34	00:00:22	00:00:23
	09:00:00	1	0		0.0%	0		0.0%	1		100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:01:41	00:01:41	00:00:48	00:00:48
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:03:19	00:03:19	00:00:07	00:00:07
	15:00:00	0	0		#DIV/0!	0	+	#DIV/0!	0	+	#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	16:00:00	3	3	Ø	100.0%	0	S	0.0%	0		0.0%	00:00:10	00:00:08	00:02:38	00:02:06	00:00:27	00:00:27
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:13:38	00:05:43	00:00:13	00:00:13
HotelRealOeiras		28	23		82.1%	2		7.1%	3		10.7%	00:00:15	00:00:09	00:05:12	00:01:20	00:00:22	00:00:12
	09:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:02:08	00:01:12	00:00:06	00:00:06
	10:00:00	3	2		66.7%	0	Ø	0.0%	1	8	33.3%	00:00:15	00:00:07	00:02:17	00:01:45	00:00:09	00:00:11
	11:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:01:36	00:00:56	00:00:06	00:00:06
	12:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:01:35	00:01:07	00:00:13	00:00:13
	13:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:01:00	00:00:50	00:00:07	00:00:07
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:13	00:01:35	00:01:35	00:01:22	00:01:22
	16:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:05:12	00:02:19	00:00:13	00:00:13
	17:00:00	5	2	(X)	40.0%	1	(20.0%	2	8	40.0%	00:00:15	00:00:09	00:00:50	00:00:45	00:00:35	00:00:06
	18:00:00	2	1	()	50.0%	1	(50.0%	0	Ø	0.0%	00:00:15	00:00:08	00:00:11	00:00:11	00:01:31	00:00:02
HotelRealPalacio		17	14		82.4%	0	②	0.0%	3	(S)	17.6%	00:00:15	00:00:08	00:07:10	00:02:42	00:00:10	00:00:09
	09:00:00	5	2	8	40.0%	0		0.0%	3	8	60.0%	00:00:06	00:00:04	00:02:18	00:01:42	00:00:11	00:00:04
	10:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:03	00:00:03	00:03:21	00:03:21	00:00:03	00:00:03
	11:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:11	00:00:10	00:07:05	00:04:23	00:00:10	00:00:10
	13:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:04:01	00:02:22	00:00:06	00:00:06
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:00:26	00:00:26	00:00:22	00:00:22
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:14	00:01:36	00:01:19	00:00:14	00:00:14
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:01:12	00:01:12	00:00:04	00:00:04
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:07:10	00:07:10	00:00:09	00:00:09
	18:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:09	00:04:58	00:03:04	00:00:10	00:00:10
HotelRealParque		27	25		92.6%	1		3.7%	1	②	3.7%	00:00:15	80:00:00	00:10:22	00:02:40	00:00:12	00:00:09
	09:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:12	00:00:08	00:01:37	00:01:08	00:00:08	00:00:08
	10:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:08:32	00:02:59	00:00:13	00:00:13
	11:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:04:27	00:03:54	00:00:06	00:00:06
	12:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:09	00:10:22	00:07:26	00:00:09	00:00:09
	14:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	0	0.0%	00:00:06	00:00:05	00:04:35	00:02:11	00:00:05	00:00:05
	15:00:00	4	4	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:03:26	00:02:04	00:00:10	00:00:10
	16:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:01:04	00:01:02	00:00:06	00:00:06
	17:00:00	5	3		60.0%	1	8	20.0%	1	8	20.0%	00:00:15	00:00:08	00:01:13	00:00:59	00:00:19	00:00:05
	18:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:01:29	00:01:20	00:00:22	00:00:22
14-09-2018		96	81		84.4%	8	O	8.3%	7	2	7.3%	00:00:15	00:00:08	00:09:37	00:02:25	00:00:15	00:00:10
GrdRealVillaltalia		24	15		62.5%	6	⊗	25.0%	3		12.5%	00:00:10	00:00:06	00:09:28	00:04:13	00:00:06	00:00:06
	09:00:00	3	2		66.7%	0		0.0%	1	(X)	33.3%	00:00:07	00:00:06	00:09:01	00:05:50	00:00:07	00:00:06
	10:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:05	00:02:45	00:01:38	00:00:05	00:00:05
	11:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:09:06	00:05:35	00:00:06	00:00:06
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:09:18	00:05:02	00:00:10	00:00:10

Service Performance Report

	13:00:00	1	1	Ø	100.0%	0		0.0%	0	S	0.0%	00:00:05	00:00:05	00:05:43	00:05:43	00:00:05	00:00:05
	14:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:06	00:00:05	00:09:28	00:05:22	00:00:05	00:00:05
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:02:50	00:02:50	00:00:07	00:00:07
	17:00:00	9	1	8	11.1%	6	8	66.7%	2	8	22.2%	00:00:06	00:00:06	00:00:45	00:00:45	00:00:06	00:00:07
HotelRealOeiras		29	27	②	93.1%	0	②	0.0%	2	②	6.9%	00:00:15	00:00:08	00:09:37	00:02:12	00:00:09	00:00:10
	09:00:00	4	2		50.0%	0	Ø	0.0%	2	8	50.0%	00:00:09	00:00:07	00:05:08	00:03:15	00:00:06	00:00:07
	10:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:04:46	00:02:32	00:00:06	00:00:06
	11:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:03:44	00:01:32	00:00:08	00:00:08
	12:00:00	1	1	②	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:03	00:00:03	00:01:43	00:01:43	00:00:03	00:00:03
	13:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:05	00:01:58	00:01:31	00:00:05	00:00:05
	14:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:01:29	00:00:57	00:00:11	00:00:11
	15:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:03:58	00:02:55	00:00:13	00:00:13
	16:00:00	3	3	Ø	100.0%	0		0.0%	0	S	0.0%	00:00:15	00:00:10	00:09:37	00:03:50	00:00:13	00:00:13
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:14	00:01:54	00:01:54	00:00:29	00:00:29
	18:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:03:25	00:01:51	00:00:12	00:00:12
HotelRealPalacio		15	13		86.7%	1	⊘	6.7%	1		6.7%	00:00:15	00:00:08	00:04:29	00:01:35	00:00:35	00:00:17
and of	09:00:00	1	0	S	0.0%	0	O	0.0%	1	S	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	11:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:02:29	00:01:30	00:00:07	00:00:07
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:06	00:02:51	00:02:51	00:00:55	00:00:55
	13:00:00	1	0		0.0%	1	(X)	100.0%	0	Ø	0.0%	00:00:15	00:00:08	00:00:00	00:00:00	00:04:59	00:00:00
	14:00:00	3	3		100.0%	0		0.0%	0	S	0.0%	00:00:15	00:00:10	00:04:29	00:01:50	00:00:20	00:00:20
	15:00:00	2	2		100.0%	0		0.0%	0	S	0.0%	00:00:07	00:00:06	00:02:29	00:01:34	00:00:06	00:00:26
	16:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:01:04	00:00:42	00:00:22	00:00:22
	17:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:04	00:00:04	00:00:41	00:00:42	00:00:00	00:00:22
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:03:28	00:03:28	00:00:04	00:00:04
HotelRealParque	10.00.00															00:00:04	00:00:10
noteineairaique	09:00:00	25 1	23	⊘	92.0% 0.0%	0		4.0% 0.0%	1	⊘	4.0% 100.0%	00:00:15 00:00:00	00:00:09 00:00:00	00:06:40 00:00:00	00:02:06	00:00:18	00:00:00
	10:00:00	5	5		100.0%	0	O	0.0%	0		0.0%	00:00:15	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
	11:00:00	5	5		100.0%			0.0%	0	S	0.0%	00:00:15	00:00:08	00:04:40	00:02:43	00:00:09	00:00:11
		3		Ø		0		0.0%		9	0.0%						
	12:00:00	-	3		100.0%	0			0			00:00:10	00:00:08	00:02:28	00:01:24	00:00:08	00:00:08
	14:00:00	2	2	O	100.0%	0		0.0%	0	9	0.0%	00:00:15	00:00:08	00:06:40	00:03:34	00:00:13	00:00:13
	15:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:14	00:00:08	00:03:02	00:02:05	00:00:08	00:00:08
	16:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:11	00:00:10	00:02:22	00:02:20	00:00:10	00:00:10
	17:00:00	3	2		66.7%	1		33.3%	0		0.0%	00:00:15	00:00:12	00:02:03	00:01:32	00:01:19	00:00:14
RealResidencia	10.00.00	3	3	Ø	100.0%	0		0.0%	0	②	0.0%	00:00:10	00:00:09	00:04:00	00:01:43	00:00:09	00:00:09
	10:00:00	1	1		100.0%	0		0.0%	0	9	0.0%	00:00:08	00:00:08	00:00:47	00:00:47	00:00:08	00:00:08
	16:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:09	00:04:00	00:02:11	00:00:09	00:00:09
15-09-2018		18	4	(S)	22.2%	6	(3)	33.3%	8	8		00:00:15	00:00:08	00:04:17	00:02:44	00:00:19	00:00:14
GrdRealVillaltalia		4	1	(S)	25.0%	0	②	0.0%	3	8		00:00:06	00:00:06	00:02:00	00:02:00	00:00:08	00:00:06
	09:00:00	1	0	S	0.0%	0		0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	10:00:00	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	00:00:04	00:00:00
	12:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
	13:00:00	1	0	8	0.0%	0	S	0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
HotelRealOeiras		3	2	0	66.7%	0	②	0.0%	1	8		00:00:15	00:00:10	00:04:17	00:03:58	00:00:15	00:00:20
	11:00:00	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
	12:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:04:17	00:04:17	00:00:09	00:00:09
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:03:38	00:03:38	00:00:30	00:00:30
HotelRealPalacio		6	1	8	16.7%	3	8	50.0%	2	8	33.3%	00:00:10	00:00:06	00:01:03	00:01:03	00:00:11	00:00:10

Service Performance Report

	10:00:00	3	0	(0.0%	1		33.3%	2		66.7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	11:00:00	2	0	S	0.0%		S	100.0%	0		0.0%	00:00:07	00:00:04	00:00:00	00:00:00	00:00:11	00:00:00
	15:00:00	1	1		100.0%	_		0.0%	0	Ø	0.0%	00:00:10	00:00:04	00:00:00	00:00:00	00:00:12	00:00:00
HetelDeelDergue	13.00.00		•														
HotelRealParque	11.00.00	2 2	0	⊗	0.0% 0.0%		&	50.0% 50.0%	1	⊗	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
DealDealdenaia	11:00:00		0								50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
RealResidencia	00.00.00	3	0	⊗	0.0%	_	(S)	66.7%	1	⊗	33.3%	00:00:15	00:00:08	00:00:00	00:00:00	00:01:02	00:00:00
	09:00:00	1	0	8	0.0%		8	100.0%	0	8	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:01	00:00:00
	13:00:00	2	0		0.0%			50.0%	1		50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:32	00:00:00
17-09-2018		97	95	Ø	97.9%		Ø	1.0%	1	②	1.0%	00:00:15	80:00:00	00:14:09	00:02:16	00:00:10	00:00:09
GrdRealVillaltalia	00.00.00	9	9	Ø	100.0%		②	0.0%	0	②	0.0%	00:00:11	00:00:07	00:14:09	00:04:14	00:00:14	00:00:14
	09:00:00	1	1	Ø	100.0%			0.0%	0	Ø	0.0%	00:00:08	00:00:08	00:03:48	00:03:48	00:00:08	00:00:08
	11:00:00	1	1	Ø	100.0%			0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:08:56	00:08:56	00:00:04	00:00:04
	13:00:00	2	2	Ø	100.0%	-		0.0%	0	Ø	0.0%	00:00:11	00:00:07	00:01:53	00:01:18	00:00:20	00:00:20
	14:00:00	2	2	Ø	100.0%	-	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:01:31	00:01:06	00:00:16	00:00:16
	16:00:00	1	1	Ø	100.0%			0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:05:53	00:05:53	00:00:16	00:00:16
	17:00:00	1	1	9	100.0%	-		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:14:09	00:14:09	00:00:16	00:00:16
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:00:29	00:00:29	00:00:07	00:00:07
HotelRealOeiras		38	36	②	94.7%	-	Ø	2.6%	1	②	2.6%	00:00:15	80:00:00	00:09:31	00:01:37	00:00:12	00:00:09
	09:00:00	3	2	<u> </u>	66.7%			0.0%	1	8	33.3%	00:00:09	00:00:08	00:01:25	00:01:22	00:00:07	00:00:08
	10:00:00	2	2	Ø	100.0%		Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:01:33	00:01:07	00:00:08	80:00:00
	11:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:06	00:09:31	00:04:18	00:00:06	00:00:06
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:04	00:01:23	00:01:06	00:00:04	00:00:04
	13:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:13	00:00:09	00:01:17	00:00:59	00:00:09	00:00:09
	14:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:06	00:01:52	00:01:09	00:00:06	00:00:06
	15:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:07	00:00:59	00:00:38	80:00:00	80:00:00
	16:00:00	7	7		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:04:04	00:01:57	00:00:12	00:00:12
	17:00:00	6	6		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:07	00:04:11	00:01:38	00:00:09	00:00:09
	18:00:00	2	1		50.0%	1	×	50.0%	0		0.0%	00:00:15	00:00:12	00:00:00	00:00:00	00:01:18	00:00:22
HotelRealPalacio		21	21		100.0%	0	②	0.0%	0	Ø	0.0%	00:00:15	00:00:07	00:09:02	00:02:27	80:00:00	00:00:08
	09:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:15	80:00:00	00:09:02	00:03:01	00:00:08	00:00:08
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:05:01	00:05:01	00:00:19	00:00:19
	11:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:13	80:00:00	00:05:18	00:03:36	00:00:08	00:00:08
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:00:59	00:00:59	00:00:08	80:00:00
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:03	00:00:02	00:00:54	00:00:45	00:00:03	00:00:03
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:09	00:03:29	00:03:02	00:00:10	00:00:10
	15:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:03:21	00:01:46	00:00:11	00:00:11
	16:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:01:54	00:01:15	00:00:06	00:00:06
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:04	00:00:04
HotelRealParque		27	27	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:08	00:08:12	00:02:02	00:00:09	00:00:09
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:00:59	00:00:59	00:00:08	80:00:00
	10:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:06	00:00:46	00:00:41	00:00:06	00:00:06
	11:00:00	4	4		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:02:10	00:01:16	00:00:10	00:00:10
	12:00:00	3	3		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:04:38	00:03:02	00:00:06	00:00:06
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:08:12	00:08:12	00:00:24	00:00:24
	14:00:00	5	5		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:06	00:04:45	00:02:16	00:00:06	00:00:06
	15:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:05:53	00:02:37	00:00:10	00:00:10
	16:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:08	80:00:00	00:00:35	00:00:35	00:00:08	00:00:08
	10.00.00				.00.070			0.070			0.070	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00	

Service Performance Report

RealResidencia		2	2		100.0%	0		0.0%	0	②	0.0%	00:00:07	00:00:06	00:08:20	00:06:08	00:00:06	00:00:06
	10:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:08:20	00:06:08	00:00:06	00:00:06
18-09-2018		92	91		98.9%	1		1.1%	0	②	0.0%	00:00:15	00:00:07	00:13:48	00:02:40	00:00:10	00:00:10
GrdRealVillaltalia		34	33	O	97.1%	1	O	2.9%	0	Ø	0.0%	00:00:10	00:00:07	00:13:48	00:03:28	00:00:10	00:00:09
	10:00:00	2	2		100.0%	0		0.0%	0	②	0.0%	00:00:10	00:00:08	00:05:54	00:04:24	00:00:20	00:00:20
	11:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:06	00:13:07	00:03:36	00:00:08	80:00:00
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:01:03	00:01:03	00:00:07	00:00:07
	13:00:00	2	2	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:04:55	00:04:48	00:00:10	00:00:10
	14:00:00	8	8	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:13:48	00:03:15	00:00:06	00:00:06
	15:00:00	6	5	()	83.3%	1	8	16.7%	0	Ø	0.0%	00:00:10	00:00:07	00:05:22	00:02:21	00:00:11	00:00:10
	16:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:07:35	00:05:52	00:00:10	00:00:10
	17:00:00	7	7	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:12:37	00:03:26	00:00:10	00:00:10
HotelRealOeiras		31	31		100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:08	00:12:43	00:02:34	00:00:11	00:00:11
	09:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:02:03	00:02:03	00:00:09	00:00:09
	10:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:02:02	00:01:18	00:00:06	00:00:06
	11:00:00	4	4	Ø	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:06	00:07:00	00:02:32	00:00:07	00:00:07
	12:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:02:00	00:01:24	00:00:12	00:00:12
	14:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:07	00:07:29	00:04:18	00:00:09	00:00:09
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:12:43	00:07:20	00:00:12	00:00:12
	16:00:00	5	5	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:03:04	00:01:11	00:00:20	00:00:20
	17:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:04:13	00:02:30	00:00:06	00:00:06
	18:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:11	00:01:02	00:00:54	00:00:18	00:00:18
HotelRealPalacio		6	6	②	100.0%	0		0.0%	0	②	0.0%	00:00:06	00:00:06	00:04:58	00:01:56	00:00:06	00:00:06
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:51	00:00:51	00:00:06	00:00:06
	12:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:22	00:00:22	00:00:06	00:00:06
	13:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:34	00:00:34	00:00:06	00:00:06
	15:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:04	00:04:58	00:04:14	00:00:05	00:00:05
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:01:17	00:01:17	00:00:06	00:00:06
HotelRealParque		21	21	②	100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:07	00:06:32	00:01:44	00:00:09	00:00:09
	09:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:06:32	00:03:26	00:00:14	00:00:14
	10:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:05	00:02:00	00:01:15	00:00:05	00:00:05
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:01:01	00:01:01	00:00:05	00:00:05
	12:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:03:36	00:02:38	00:00:05	00:00:05
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:02:11	00:02:11	00:00:04	00:00:04
	15:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:05:40	00:02:21	00:00:12	00:00:12
	16:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	80:00:00	00:01:15	00:00:47	00:00:13	00:00:13
	17:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:05	00:00:47	00:00:33	00:00:06	00:00:06
19-09-2018		96	87		90.6%	6	②	6.3%	3	②	3.1%	00:00:15	00:00:08	00:14:54	00:02:18	00:00:14	00:00:10
GrdRealVillaltalia		17	17		100.0%	0		0.0%	0	②	0.0%	00:00:10	00:00:07	00:06:54	00:02:00	80:00:00	80:00:00
	09:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:02:20	00:02:19	00:00:16	00:00:16
	10:00:00	5	5	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:08	00:06:54	00:02:35	00:00:08	00:00:08
	11:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00:00:09	00:00:05	00:02:16	00:01:14	00:00:06	00:00:06
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:03:37	00:03:37	00:00:06	00:00:06
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:05	00:03:53	00:02:26	00:00:05	00:00:05
	16:00:00	2	2	9	100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:01:49	00:01:02	00:00:06	00:00:06
	17:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:01:11	00:01:11	00:00:05	00:00:05
HotelRealOeiras		32	29		90.6%	3		9.4%	0		0.0%	00:00:15	00:00:08	00:05:32	00:01:58	00:00:12	00:00:11

Service Performance Report

	09:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:08	00:00:46	00:00:42	00:00:08	00:00:08
	10:00:00	6	4		66.7%	2	8	33.3%	0	9	0.0%	00:00:11	00:00:07	00:04:10	00:00:42	00:00:14	00:00:07
	11:00:00	7	7		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:05:32	00:01:49	00:00:14	00:00:07
	12:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:13	00:00:09	00:00:43	00:02:33	00:00:13	00:00:13
		1	•	3			3	0.0%	-	0							
	13:00:00	7	1	O	100.0%	0	O		0	9	0.0%	00:00:09	00:00:09	00:03:19	00:03:19	00:00:09	00:00:09
	14:00:00		7		100.0%	0		0.0%	0	9	0.0%	00:00:10	00:00:07	00:04:37	00:01:59	00:00:08	00:00:08
	15:00:00	4	3		75.0%	·		25.0%	0		0.0%	00:00:15	00:00:10	00:02:11	00:01:59	00:00:16	00:00:21
	16:00:00	3	3	9	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:07	00:00:05	00:02:00	00:01:47	00:00:15	00:00:15
H-1-IDID-I!-	17:00:00	1	1		100.0%	0	Ø	0.0%	0	9	0.0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:06	00:00:06
HotelRealPalacio		19	19	O	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:06:16	00:02:06	00:00:12	00:00:12
	10:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:01:49	00:01:26	00:00:13	00:00:13
	11:00:00	2	2	9	100.0%	0	Ø	0.0%	0	0	0.0%	00:00:10	00:00:06	00:01:15	00:01:07	00:00:06	00:00:06
	12:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:15	00:00:10	00:02:13	00:01:42	00:00:14	00:00:14
	13:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:04:07	00:02:07	00:00:12	00:00:12
	14:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	80:00:00	00:06:16	00:02:59	00:00:11	00:00:11
	15:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:05:15	00:02:11	00:00:11	00:00:11
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:03:45	00:03:45	00:00:22	00:00:22
HotelRealParque		25	19		76.0%	3		12.0%	3	0	12.0%	00:00:15	00:00:09	00:14:54	00:02:59	00:00:24	00:00:10
	09:00:00	3	2		66.7%	0		0.0%	1	S	33.3%	00:00:15	00:00:11	00:04:08	00:02:50	00:00:19	00:00:24
	10:00:00	6	2		33.3%	2		33.3%	2		33.3%	00:00:15	00:00:14	00:05:19	00:03:18	00:00:52	00:00:12
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:01:38	00:01:38	00:00:04	00:00:04
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:00:45	00:00:44	00:00:12	00:00:12
	13:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:03:20	00:02:24	00:00:07	00:00:07
	14:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:11	00:00:11	00:02:36	00:02:36	00:00:11	00:00:11
	15:00:00	7	6	Ø	85.7%	1	()	14.3%	0		0.0%	00:00:15	00:00:08	00:05:45	00:02:18	00:00:23	00:00:07
	16:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:14:54	00:08:36	00:00:13	00:00:13
	17:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05
RealResidencia		3	3	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:09	00:00:07	00:09:01	00:04:12	00:00:07	00:00:07
	10:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:09:01	00:09:01	00:00:04	00:00:04
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:09	00:02:37	00:02:37	00:00:10	00:00:10
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:07	00:00:07	00:00:59	00:00:59	00:00:07	00:00:07
20-09-2018		68	66		97.1%	0		0.0%	2		2.9%	00:00:16	00:00:07	00:18:53	00:02:58	00:00:10	00:00:10
GrdRealVillaltalia		21	21	2	100.0%	0	②	0.0%	0	②	0.0%	00:00:10	00:00:06	00:18:53	00:04:34	00:00:09	00:00:09
	09:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:04:41	00:02:46	00:00:14	00:00:14
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:06	00:02:54	00:02:54	00:00:16	00:00:16
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:12:22	00:12:22	00:00:07	00:00:07
	12:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:05:55	00:02:57	00:00:10	00:00:10
	13:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:08	00:00:04	00:07:32	00:02:48	00:00:06	00:00:06
						_		0.00/	0		0.0%	00:00:10	00:00:07	00:03:27	00:02:02	00:00:12	00:00:12
	14:00:00	2	2		100.0%	0		0.0%									
	14:00:00 15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:07	00:03:12	00:02:18	00:00:06	00:00:06
											0.0%	00:00:10 00:00:05	00:00:07 00:00:04	00:03:12 00:06:32	00:02:18 00:03:46	00:00:06 00:00:10	00:00:06 00:00:10
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø							
	15:00:00 16:00:00	2	2	Ø	100.0% 100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:04	00:06:32	00:03:46	00:00:10	00:00:10
HotelRealOeiras	15:00:00 16:00:00 17:00:00	2 2 2 4	2 2 2 4	Ø Ø	100.0% 100.0% 100.0% 100.0%	0 0 0	Ø Ø	0.0% 0.0% 0.0% 0.0%	0 0 0	Ø Ø Ø	0.0% 0.0% 0.0%	00:00:05 00:00:06 00:00:10	00:00:04 00:00:04 00:00:06	00:06:32 00:06:52	00:03:46 00:04:43	00:00:10 00:00:05	00:00:10 00:00:05
HotelRealOeiras	15:00:00 16:00:00 17:00:00 18:00:00	2 2 2	2 2 2 4 24	0	100.0% 100.0% 100.0% 100.0% 96.0%	0 0 0	Ø Ø	0.0% 0.0% 0.0% 0.0%	0 0 0	Ø Ø Ø	0.0% 0.0% 0.0% 4.0%	00:00:05 00:00:06 00:00:10 00:00:16	00:00:04 00:00:04 00:00:06 00:00:07	00:06:32 00:06:52 00:18:53 00:07:36	00:03:46 00:04:43 00:09:38 00:02:08	00:00:10 00:00:05 00:00:06 00:00:09	00:00:10 00:00:05 00:00:06 00:00:09
HotelRealOeiras	15:00:00 16:00:00 17:00:00 18:00:00	2 2 2 4 25	2 2 2 4 24 3	9 9	100.0% 100.0% 100.0% 100.0% 96.0% 100.0%	0 0 0 0 0 0	9 9 9 9	0.0% 0.0% 0.0% 0.0% 0.0%	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% 4.0% 0.0%	00:00:05 00:00:06 00:00:10 00:00:16 00:00:04	00:00:04 00:00:04 00:00:06 00:00:07 00:00:04	00:06:32 00:06:52 00:18:53 00:07:36 00:06:07	00:03:46 00:04:43 00:09:38 00:02:08 00:02:47	00:00:10 00:00:05 00:00:06 00:00:09 00:00:04	00:00:10 00:00:05 00:00:06 00:00:09 00:00:04
HotelRealOeiras	15:00:00 16:00:00 17:00:00 18:00:00	2 2 2 4 25 3	2 2 2 4 24	0	100.0% 100.0% 100.0% 100.0% 96.0%	0 0 0 0	ØØØØ	0.0% 0.0% 0.0% 0.0%	0 0 0 0	Ø Ø Ø	0.0% 0.0% 0.0% 4.0%	00:00:05 00:00:06 00:00:10 00:00:16	00:00:04 00:00:04 00:00:06 00:00:07	00:06:32 00:06:52 00:18:53 00:07:36	00:03:46 00:04:43 00:09:38 00:02:08	00:00:10 00:00:05 00:00:06 00:00:09	00:00:10 00:00:05 00:00:06 00:00:09

Service Performance Report

	44.00.00	0			400.00/			0.00/			0.00/	00.00.05	00.00.04	00.00.40	00.00.00	00.00.04	00.00.04
	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:04	00:03:19	00:02:03	00:00:04	00:00:04
	15:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:10	00:01:10	00:01:10	00:00:10	00:00:10
	16:00:00	6	5	•	83.3%	0	Ø	0.0%	1	8	16.7%	00:00:16	00:00:09	00:07:36	00:02:14	00:00:13	00:00:13
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:06:41	00:03:20	00:00:12	00:00:12
	18:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:04	00:00:52	00:00:46	00:00:04	00:00:04
HotelRealPalacio		6	6	Ø	100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:07	00:08:19	00:03:15	00:00:08	00:00:08
	09:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:02:47	00:02:47	00:00:21	00:00:21
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:02:24	00:01:24	00:00:05	00:00:05
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	80:00:00	80:00:00	00:08:19	00:08:19	80:00:00	00:00:08
	12:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:37	00:01:37	00:00:04	00:00:04
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:03:58	00:03:58	00:00:05	00:00:05
HotelRealParque		15	14	②	93.3%	0		0.0%	1		6.7%	00:00:15	00:00:09	00:04:36	00:01:37	00:00:11	00:00:12
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:01:13	00:01:13	00:00:09	00:00:09
	11:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:02	00:00:02	00:00:41	00:00:41	00:00:03	00:00:03
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:04:36	00:04:36	00:00:05	00:00:05
	14:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:06	00:01:02	00:00:52	00:00:06	00:00:06
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:10	00:01:11	00:00:45	00:00:10	00:00:10
	16:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:02:59	00:02:12	00:00:21	00:00:21
	17:00:00	4	3	()	75.0%	0		0.0%	1	8	25.0%	00:00:15	00:00:12	00:02:32	00:01:59	00:00:18	00:00:21
	18:00:00	2	2	②	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:07	00:00:05	00:01:31	00:01:16	00:00:05	00:00:05
RealResidencia		1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:04:42	00:04:42	00:00:18	00:00:18
	15:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	16:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:03	00:00:03	00:04:42	00:04:42	00:00:18	00:00:18
21-09-2018		72	58		80.6%	2		2.8%	12	8	16.7%	00:00:15	00:00:07	00:10:36	00:02:18	00:00:11	00:00:11
GrdRealVillaltalia		22	17	0	77.3%	2	Ø	9.1%	3	0	13.6%	00:00:10	00:00:07	00:10:36	00:02:27	00:00:14	00:00:14
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:02	00:00:02	00:00:54	00:00:54	00:00:17	00:00:17
	10:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:05:26	00:05:26	00:00:04	00:00:04
	11:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00:00:10	00:00:06	00:10:36	00:03:49	00:00:08	00:00:08
	13:00:00	1	0	(X)	0.0%	1		100.0%	0		0.0%	00:00:10	00:00:07	00:00:00	00:00:00	00:00:21	00:00:00
	14:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:03:02	00:01:48	00:00:12	00:00:12
	15:00:00	1	1		100.0%	0		0.0%	0	②	0.0%	00:00:10	00:00:08	00:02:17	00:02:17	00:00:34	00:00:34
	16:00:00	5	2	(X)	40.0%	1	X	20.0%	2	8	40.0%	00:00:10	00:00:09	00:00:45	00:00:30	00:00:22	00:00:36
	17:00:00	4	3		75.0%	0		0.0%	1	(S)	25.0%	00:00:10	00:00:07	00:04:06	00:02:11	00:00:09	00:00:10
	18:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:05	00:03:31	00:03:30	00:00:06	00:00:06
HotelRealOeiras		12	7	()	58.3%			0.0%	5	S	41.7%	00:00:05	00:00:05	00:02:51	00:01:30	00:00:06	00:00:05
	09:00:00	1	1		100.0%	0	O	0.0%	0		0.0%	00:00:05	00:00:05	00:01:38	00:01:38	00:00:05	00:00:05
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:03	00:01:50	00:01:38	00:00:03	00:00:03
	11:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:02:31	00:02:10	00:00:05	00:00:04
	12:00:00	2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:00:58	00:00:50	00:00:05	00:00:05
	14:00:00	1	1	Ø	100.0%	0		0.0%	0	9	0.0%	00:00:03	00:00:03	00:00:50	00:00:50	00:00:03	00:00:03
	16:00:00	2	0	S	0.0%	0		0.0%	2	8	100.0%	00:00:04	00:00:04	00:00:50	00:00:50	00:00:04	00:00:04
		_	U	•	0.070	U			3	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
		2	Λ		Ω Ω0/	Λ					100.0%	00.00.00	00.00.00	00.00.00	00.00.00	UU.UU.UO	00.00.00
HotolPoolPolasia	17:00:00	3	0	3	0.0%	0		0.0%				00.00.15		00.04.42			00.00.07
HotelRealPalacio	17:00:00	11	9		81.8%	0	②	0.0%	2	3	18.2%	00:00:15	00:00:06	00:04:42	00:02:41	00:00:07	00:00:07
HotelRealPalacio	17:00:00	11 1	9 1	(<u>)</u>	81.8% 100.0%	0	⊘	0.0% 0.0%	2 0	Ø	18.2% 0.0%	00:00:04	00:00:04	00:03:32	00:02:41 00:03:32	00:00:07 00:00:05	00:00:05
HotelRealPalacio	17:00:00 09:00:00 10:00:00	11 1 1	9 1	() ()	81.8% 100.0% 100.0%	0 0	⊘ ⊘ ⊘	0.0% 0.0% 0.0%	2 0 0	9	18.2% 0.0% 0.0%	00:00:04 00:00:04	00:00:04 00:00:04	00:03:32 00:02:42	00:02:41 00:03:32 00:02:42	00:00:07 00:00:05 00:00:04	00:00:05 00:00:04
HotelRealPalacio	17:00:00 09:00:00 10:00:00 12:00:00	11 1 1 2	9 1 1 2	() () () ()	81.8% 100.0% 100.0% 100.0%	0 0 0	∅∅∅	0.0% 0.0% 0.0% 0.0%	2 0 0	Ø	18.2% 0.0% 0.0% 0.0%	00:00:04 00:00:04 00:00:08	00:00:04 00:00:04 00:00:06	00:03:32 00:02:42 00:04:23	00:02:41 00:03:32 00:02:42 00:02:32	00:00:07 00:00:05 00:00:04 00:00:06	00:00:05 00:00:04 00:00:06
HotelRealPalacio	17:00:00 09:00:00 10:00:00	11 1 1	9 1	() ()	81.8% 100.0% 100.0%	0 0	⊘ ⊘ ⊘	0.0% 0.0% 0.0%	2 0 0	9	18.2% 0.0% 0.0%	00:00:04 00:00:04	00:00:04 00:00:04	00:03:32 00:02:42	00:02:41 00:03:32 00:02:42	00:00:07 00:00:05 00:00:04	00:00:05 00:00:04

Service Performance Report

	16:00:00	4	2		50.0%	0		0.0%	2		50.0%	00:00:08	00:00:06	00:04:42	00:03:14	00:00:07	00:00:06
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:01:25	00:01:25	00:00:25	00:00:25
HotelRealParque		25	23		92.0%	0		0.0%	2		8.0%	00:00:15	00:00:08	00:08:49	00:01:58	00:00:13	00:00:14
	09:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:00:01	00:00:01	00:00:06	00:00:06
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:02	00:00:02	00:01:21	00:01:21	00:00:04	00:00:0
	11:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:03:41	00:01:32	00:00:15	00:00:1
	12:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:01:55	00:01:08	00:00:08	00:00:0
	13:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:01:46	00:01:36	00:00:06	00:00:0
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:04:23	00:03:11	00:00:06	00:00:0
	15:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:08:49	00:03:21	00:00:10	00:00:1
	16:00:00	2	0	(X)	0.0%	0		0.0%	2	(X)	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:0
	17:00:00	4	4		100.0%	0	Ø	0.0%	0		0.0%	00:00:11	00:00:08	00:03:33	00:01:46	00:00:35	00:00:3
	18:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:08	00:00:08	00:01:16	00:01:16	00:00:08	00:00:0
RealResidencia		2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:07:08	00:06:12	00:00:06	00:00:
	14:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:08	00:00:08	00:07:08	00:07:08	00:00:08	00:00:0
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:05:16	00:05:16	00:00:04	00:00:0
22-09-2018		17	5	8	29.4%	4		23.5%	8	(S)	47.1%	00:00:15	00:00:08	00:07:19	00:02:25	00:00:20	00:00:0
GrdRealVillaltalia		3	1	⊗	33.3%	0	2	0.0%	2	8	66.7%	00:00:09	00:00:09	00:07:19	00:07:19	00:00:18	00:00:0
	11:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:07:19	00:07:19	00:00:09	00:00:0
	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	00:00:0
	14:00:00	1	0	(X)	0.0%	0	Ø	0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:38	00:00:0
HotelRealOeiras		3	1	(3)	33.3%	2		66.7%	0		0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:06	00:00:
	13:00:00	3	1	8	33.3%	2	8	66.7%	0	Ø	0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:06	00:00:0
HotelRealPalacio		5	3	()	60.0%	2	(3)	40.0%	0	②	0.0%	00:00:15	00:00:09	00:01:36	00:01:09	00:00:30	00:00:0
	09:00:00	1	0	8	0.0%	1	(100.0%	0	Ø	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:43	00:00:0
	12:00:00	1	0	8	0.0%	1	(X)	100.0%	0	Ø	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:31	00:00:0
	14:00:00	1	1	②	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:04	00:00:04	00:00:35	00:00:35	00:00:04	00:00:0
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:01:17	00:01:17	00:00:07	00:00:0
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:01:36	00:01:36	00:00:05	00:00:0
HotelRealParque		1	0	8	0.0%	0	②	0.0%	1	(2)	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27	00:00:
	11:00:00	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	00:00:27	00:00:0
RealResidencia		5	0	(2)	0.0%	0	②	0.0%	5	(2)	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:0
	13:00:00	5	0	8	0.0%	0		0.0%	5	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:0
24-09-2018		92	81	②	88.0%	4	Ø	4.3%	7	②	7.6%	00:00:15	00:00:08	00:15:43	00:02:36	00:00:20	00:00:1
GrdRealVillaltalia		15	15	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:11	00:00:07	00:15:43	00:03:40	00:00:17	00:00:1
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:02:17	00:02:17	00:00:28	00:00:2
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:05:52	00:05:48	00:00:40	00:00:4
	11:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:02:19	00:01:22	00:00:06	00:00:0
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:08	00:00:06	00:11:04	00:06:00	00:00:06	00:00:
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:09	00:04:26	00:02:31	00:00:07	00:00:
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:04	00:15:43	00:08:45	00:00:12	00:00:
	16:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:06	00:01:46	00:01:13	00:00:09	00:00:0
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:11	00:00:08	00:01:31	00:01:31	00:00:24	00:00:
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:02:26	00:02:26	00:00:35	00:00:
lotelRealOeiras		37	32	②	86.5%	2	②	5.4%	3	②	8.1%	00:00:15	00:00:09	00:10:43	00:02:08	00:00:21	00:00:
	10:00:00	7	5		71.4%	1	(1)	14.3%	1		14.3%	00:00:15	00:00:11	00:04:18	00:02:41	00:00:38	00:00:
	11:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:09	00:00:08	00:03:10	00:01:54	00:00:08	00:00:0
	12:00:00	6	3	(1)	50.0%	1	X	16.7%	2	(X)	33.3%	00:00:15	00:00:07	00:03:24	00:02:07	00:00:10	00:00:0

Service Performance Report

		_	_			_											
	13:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:02:06	00:01:15	00:00:28	00:00:28
	14:00:00	4	4		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:10:43	00:03:34	00:00:14	00:00:14
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:15	00:00:11	00:02:23	00:01:49	00:00:42	00:00:42
	16:00:00	6	6	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:03:58	00:01:19	00:00:24	00:00:24
	17:00:00	7	7		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:05:20	00:02:07	00:00:07	00:00:07
HotelRealPalacio		14	12	②	85.7%	1	②	7.1%	1	②	7.1%	00:00:15	80:00:00	00:07:36	00:02:53	00:00:19	00:00:20
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:01:07	00:00:58	00:00:16	00:00:16
	11:00:00	4	3		75.0%	1	8	25.0%	0		0.0%	00:00:15	00:00:09	00:07:36	00:03:46	00:00:12	00:00:09
	12:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:07	00:00:06	00:01:55	00:01:42	00:00:06	00:00:06
	13:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:06:56	00:06:56	00:00:05	00:00:05
	14:00:00	2	1	()	50.0%	0		0.0%	1	8	50.0%	00:00:02	00:00:02	00:01:36	00:01:36	00:00:06	00:00:03
	16:00:00	2	2	②	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:07	00:05:51	00:03:44	00:01:10	00:01:10
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:22	00:00:22
HotelRealParque		25	21	<u>()</u>	84.0%	1	②	4.0%	3	0	12.0%	00:00:15	00:00:09	00:06:04	00:02:19	00:00:21	00:00:16
	09:00:00	4	3		75.0%	0		0.0%	1	8	25.0%	00:00:15	00:00:05	00:02:35	00:01:47	00:00:16	00:00:09
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:00:36	00:00:36	00:00:27	00:00:27
	11:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:05:06	00:04:46	00:00:20	00:00:20
	12:00:00	8	5	()	62.5%	1	(1)	12.5%	2	8	25.0%	00:00:15	00:00:11	00:03:07	00:02:03	00:00:27	00:00:11
	13:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:03:35	00:02:30	00:00:11	00:00:11
	14:00:00	3	3	②	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:15	00:00:08	00:06:04	00:02:55	00:00:10	00:00:10
	15:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:02:29	00:02:29	00:00:17	00:00:17
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:01:15	00:01:15	00:00:19	00:00:19
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:06	00:00:05	00:02:33	00:01:38	00:01:05	00:01:05
RealResidencia		1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:13	00:03:49	00:03:49	00:00:26	00:00:26
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:13	00:03:49	00:03:49	00:00:26	00:00:26
25-09-2018		72	65		90.3%	1		1.4%	6		8.3%	00:00:15	00:00:08	00:19:10	00:03:09	00:00:12	00:00:13
GrdRealVillaltalia		25	18	0	72.0%	1	Ø	4.0%	6	8	24.0%	00:00:10	00:00:07	00:11:33	00:03:12	00:00:12	00:00:14
	09:00:00	1	0	S	0.0%	0		0.0%	1	8	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:00:00	8	3	(X)	37.5%	1		12.5%	4	8	50.0%	00:00:10	00:00:08	00:05:57	00:04:13	00:00:11	00:00:14
	11:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:01:44	00:01:44	00:00:05	00:00:05
	12:00:00	3	3	Ø	100.0%	0		0.0%	0		0.0%	00:00:10	00:00:06	00:06:03	00:04:28	00:00:17	00:00:17
	13:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:10	00:00:06	00:00:54	00:00:54	00:00:14	00:00:14
	15:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:04:29	00:03:06	00:00:25	00:00:25
	16:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:02:57	00:02:10	00:00:04	00:00:04
	17:00:00	5	5		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:11:33	00:03:12	00:00:14	00:00:14
	18:00:00	2	1		50.0%	0		0.0%	1	(S)	50.0%	00:00:05	00:00:05	00:02:13	00:02:13	00:00:06	00:00:05
HotelRealOeiras		14	14		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:07:07	00:02:31	00:00:10	00:00:10
	10:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:00	00:04:06	00:02:10	00:00:09	00:00:09
	11:00:00	3	3	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:11	00:07:07	00:04:58	00:00:18	00:00:18
	12:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:05:50	00:02:32	00:00:10	00:00:10
	13:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:07	00:02:38	00:01:41	00:00:07	00:00:07
	14:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:07
	15:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:01:04	00:01:04	00:00:06	00:00:06
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:01:46	00:01:46	00:00:06	00:00:06
HotelRealPalacio	10.00.00													00:07:21	00:03:27	00:00:08	00:00:08
i otonican alacio	09:00:00	10 4	10	⊘	100.0% 100.0%	0	⊘	0.0% 0.0%	0	⊘	0.0% 0.0%	00:00:15 00:00:13	00:00:08 00:00:08	00:07:21	00:03:27	00:00:08	00:00:08
	10:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:03:53	00:02:32	00:00:09	00:00:09
		·															
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:07:21	00:07:21	00:00:04	00:00:04

Service Performance Report

	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:04:36	00:04:36	00:00:09	00:00:09
			1	Ø			Ø			Ø							
	14:00:00	1	·		100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:03	00:01:03	00:00:04	00:00:04
	15:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:07:09	00:04:38	00:00:10	00:00:10
HotelRealParque	40.00.00	21	21	②	100.0%	0	O	0.0%	0	②	0.0%	00:00:15	00:00:08	00:19:10	00:02:50	00:00:14	00:00:14
	10:00:00	4	4	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:03:44	00:02:35	00:00:11	00:00:11
	11:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	0	0.0%	00:00:08	00:00:07	00:03:08	00:02:34	00:00:07	00:00:07
	14:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	9	0.0%	00:00:06	00:00:04	00:02:10	00:01:00	00:00:04	00:00:04
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	0	0.0%	00:00:15	00:00:10	00:03:18	00:02:03	00:00:19	00:00:19
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:02:33	00:02:33	00:00:20	00:00:20
	17:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:05	00:02:19	00:01:32	00:00:05	00:00:05
	18:00:00	4	4	Ø	100.0%	0		0.0%	0	S	0.0%	00:00:15	00:00:08	00:19:10	00:06:18	00:00:32	00:00:32
RealResidencia		2	2	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:12:58	00:08:54	00:00:38	00:00:38
	17:00:00	1	1		100.0%	0		0.0%	0	S	0.0%	00:00:15	00:00:14	00:12:58	00:12:58	00:01:09	00:01:09
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:04:50	00:04:50	00:00:06	00:00:06
26-09-2018		72	68	②	94.4%	2	②	2.8%	2	②	2.8%	00:00:15	00:00:08	00:12:56	00:03:01	00:00:15	00:00:10
GrdRealVillaltalia		28	25	Ø	89.3%	1	②	3.6%	2	②	7.1%	00:00:10	00:00:07	00:12:56	00:04:08	00:00:12	00:00:10
	09:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:10:18	00:06:57	00:00:08	00:00:08
	10:00:00	5	4		80.0%	1		20.0%	0		0.0%	00:00:10	00:00:07	00:06:49	00:04:08	00:00:16	00:00:08
	11:00:00	8	8		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:05:46	00:03:03	00:00:11	00:00:11
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:06	00:03:31	00:02:51	00:00:14	00:00:14
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	80:00:00	00:05:15	00:05:15	00:00:15	00:00:15
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:09	00:04:16	00:03:45	00:00:18	00:00:18
	15:00:00	3	1	8	33.3%	0		0.0%	2	8	66.7%	00:00:05	00:00:05	00:01:23	00:01:23	00:00:13	00:00:05
	16:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:07	00:00:05	00:01:05	00:00:50	00:00:07	00:00:07
	17:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:12:56	00:07:00	00:00:07	00:00:07
	18:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:11:04	00:11:04	00:00:05	00:00:05
HotelRealOeiras		11	11	Ø	100.0%	0		0.0%	0	②	0.0%	00:00:15	00:00:08	00:07:18	00:02:35	00:00:10	00:00:10
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:06	00:00:06	00:04:25	00:04:25	00:00:06	00:00:06
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:04:47	00:04:47	00:00:07	00:00:07
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:07:18	00:07:18	00:00:09	00:00:09
	15:00:00	1	1	②	100.0%	0		0.0%	0	②	0.0%	00:00:05	00:00:05	00:00:28	00:00:28	00:00:05	00:00:05
	16:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:01:50	00:01:29	00:00:21	00:00:21
	17:00:00	2	2	Ø	100.0%	0		0.0%	0	S	0.0%	00:00:15	00:00:08	00:00:50	00:00:40	00:00:12	00:00:12
	18:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	S	0.0%	00:00:07	00:00:05	00:05:47	00:02:22	00:00:06	00:00:06
HotelRealPalacio		9	8	Ø	88.9%	1	()	11.1%	0	②	0.0%	00:00:15	00:00:10	00:08:58	00:03:33	00:00:42	00:00:11
	12:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:01:39	00:01:19	00:00:13	00:00:13
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:20	00:00:20
	15:00:00	3	2		66.7%	1	8	33.3%	0		0.0%	00:00:15	00:00:13	00:04:21	00:03:14	00:01:44	00:00:08
	16:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:23	00:01:23	00:00:04	00:00:04
	17:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:10	00:00:09	00:08:58	00:08:28	00:00:09	00:00:09
HotelRealParque		22	22	②	100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:07	00:06:33	00:01:45	00:00:10	00:00:10
	10:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:01:36	00:01:27	00:00:04	00:00:04
	11:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	S	0.0%	00:00:15	00:00:10	00:01:50	00:01:19	00:00:10	00:00:10
	12:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	S	0.0%	00:00:15	00:00:10	00:04:19	00:02:13	00:00:22	00:00:22
	13:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:06:33	00:04:06	00:00:12	00:00:12
	14:00:00	3	3	②	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:04	00:01:26	00:01:01	00:00:05	00:00:05
	15:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:02:20	00:02:20	00:00:05	00:00:05

Service Performance Report

RealResidencia		2	2		100.0%	0	②	0.0%	0	②	0.0%	00:00:15	00:00:09	00:03:02	00:02:10	00:00:14	00:00:14
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:03:02	00:03:02	00:00:05	00:00:05
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:12	00:01:17	00:01:17	00:00:23	00:00:23
27-09-2018		66	61		92.4%	1		1.5%	4		6.1%	00:00:16	00:00:08	00:16:24	00:02:37	00:00:12	00:00:12
GrdRealVillaltalia		14	12		85.7%	1	O	7.1%	1	O	7.1%	00:00:10	00:00:07	00:07:18	00:02:44	00:00:16	00:00:18
	11:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:01:26	00:01:26	00:00:15	00:00:15
	12:00:00	3	2		66.7%	1	S	33.3%	0		0.0%	00:00:08	00:00:06	00:03:16	00:02:16	00:00:05	00:00:05
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:08	00:01:34	00:01:34	00:00:18	00:00:18
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:09	00:03:43	00:03:43	00:00:32	00:00:32
	15:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:06	00:02:48	00:01:13	00:00:06	00:00:06
	16:00:00	4	3		75.0%	0		0.0%	1	(X)	25.0%	00:00:10	00:00:09	00:07:18	00:05:54	00:00:32	00:00:39
	17:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:00:42	00:00:42	00:00:04	00:00:04
HotelRealOeiras		19	19		100.0%	0	②	0.0%	0		0.0%	00:00:16	00:00:09	00:16:24	00:02:50	00:00:12	00:00:12
	09:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:02:19	00:02:19	00:00:07	00:00:07
	10:00:00	2	2	Ø	100.0%	0		0.0%	0		0.0%	00:00:15	00:00:11	00:03:36	00:02:30	00:00:17	00:00:17
	11:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:16	00:00:09	00:03:51	00:03:14	00:00:14	00:00:14
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:02:16	00:02:16	00:00:04	00:00:04
	14:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:08	00:16:24	00:08:57	00:00:13	00:00:13
	15:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:03:25	00:01:55	00:00:14	00:00:14
	16:00:00	4	4		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:02:30	00:01:20	00:00:11	00:00:11
	17:00:00	1	1		100.0%	0	Ø	0.0%	0		0.0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:09	00:00:09
	18:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:05:11	00:02:58	00:00:15	00:00:15
HotelRealPalacio		12	10	()	83.3%	0	②	0.0%	2	(3)	16.7%	00:00:15	00:00:06	00:06:30	00:02:37	00:00:07	00:00:06
	09:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06
	11:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:05	00:00:05	00:02:36	00:02:36	00:00:05	00:00:05
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:07	00:00:07
	13:00:00	3	1	8	33.3%	0	Ø	0.0%	2	8	66.7%	00:00:05	00:00:05	00:01:33	00:01:33	00:00:07	00:00:05
	14:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:02:08	00:02:08	00:00:06	00:00:06
	15:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:06	00:06:30	00:04:14	00:00:09	00:00:09
	16:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:03	00:00:03	00:02:54	00:02:54	00:00:03	00:00:03
	17:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	②	0.0%	00:00:03	00:00:03	00:01:20	00:01:20	00:00:03	00:00:03
HotelRealParque		18	17	②	94.4%	0	②	0.0%	1	②	5.6%	00:00:15	00:00:08	00:08:47	00:01:59	00:00:10	00:00:11
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:00:45	00:00:45	00:00:07	00:00:07
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:09	00:00:09	00:00:45	00:00:45	00:00:09	00:00:09
	11:00:00	3	3		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:02:41	00:02:18	00:00:07	00:00:07
	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:02:43	00:02:43	00:00:04	00:00:04
	13:00:00	1	0	8	0.0%	0		0.0%	1		100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	80:00:00	00:01:35	00:01:11	00:00:16	00:00:16
	15:00:00	4	4		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:03:15	00:01:53	00:00:12	00:00:12
	16:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:00:59	00:00:59	00:00:04	00:00:04
	17:00:00	1	1		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:09	00:00:25	00:00:25	00:00:18	00:00:18
	18:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:07	00:00:07	00:08:47	00:08:47	00:00:07	00:00:07
RealResidencia		3	3	Ø	100.0%	0	②	0.0%	0	Ø	0.0%	00:00:15	00:00:08	00:10:00	00:03:49	00:00:16	00:00:16
	10:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:15	00:00:09	00:01:31	00:01:16	00:00:07	00:00:07
	11:00:00	1	1	Ø	100.0%	0		0.0%	0		0.0%	00:00:03	00:00:03	00:10:00	00:10:00	00:00:20	00:00:20
	12:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:02:44	00:02:44	00:00:20	00:00:20
28-09-2018		79	66	0	83.5%	5	②	6.3%	8	<u>()</u>	10.1%	00:00:15	00:00:07	00:15:19	00:02:48	00:00:18	00:00:11
GrdRealVillaltalia		23	16		69.6%	3		13.0%	4	(3)	17.4%	00:00:10	00:00:06	00:15:19	00:03:58	00:00:20	00:00:07

Service Performance Report

	09:00:00	9	3		33.3%	2		22.2%	4		44.4%	00:00:10	00:00:07	00:13:04	00:06:37	00:00:34	00:00:06
	10:00:00	2	2		100.0%	0		0.0%	0		0.0%	00:00:10	00:00:07	00:13:04	00:00:37	00:00:04	00:00:06
	11:00:00	3	3		100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:06	00:02:41	00:02:10	00:00:00	00:00:00
	12:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:10	00:00:06	00:00:54	00:01:33	00:00:12	00:00:12
					75.0%			25.0%		Ø							00:00:12
	13:00:00	4	3			1			0	Ø	0.0%	00:00:10	00:00:06	00:06:28	00:03:34	00:00:20	
	14:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:04	00:00:04	00:02:42	00:02:42	00:00:05	00:00:05
	15:00:00	2	2	Ø	100.0%	0		0.0%	0	9	0.0%	00:00:05	00:00:04	00:15:19	00:12:36	00:00:04	00:00:04
HotelRealOeiras	40.00.00	22	21	②	95.5%	1	Ø	4.5%	0	②	0.0%	00:00:15	00:00:07	00:12:21	00:02:53	00:00:18	00:00:09
	10:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:03:55	00:03:55	00:00:04	00:00:04
	11:00:00	5	5	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:08	00:00:05	00:12:21	00:04:30	00:00:05	00:00:05
	12:00:00	3	3	Ø	100.0%	0	Ø	0.0%	0	0	0.0%	00:00:15	80:00:00	00:05:20	00:02:52	00:00:11	00:00:11
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0%	0	Ø	0.0%	00:00:14	00:00:14	00:02:38	00:02:38	00:00:14	00:00:14
	14:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:05	00:00:04	00:01:21	00:00:46	00:00:04	00:00:04
	15:00:00	2	2		100.0%	0		0.0%	0	Ø	0.0%	00:00:09	00:00:07	00:11:55	00:04:17	00:00:08	00:00:08
	16:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:10	00:01:54	00:01:13	00:00:21	00:00:21
	17:00:00	3	3		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:04	00:04:14	00:02:49	00:00:04	00:00:04
	18:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:15	00:00:12	00:01:26	00:01:26	00:00:10	00:00:10
	19:00:00	1	0	8	0.0%	1		100.0%	0		0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:20	00:00:00
HotelRealPalacio		6	6		100.0%	0		0.0%	0	②	0.0%	00:00:13	00:00:08	00:03:20	00:01:57	80:00:00	00:00:08
	09:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:12	00:00:12	00:01:18	00:01:18	00:00:12	00:00:12
	12:00:00	1	1		100.0%	0		0.0%	0	Ø	0.0%	00:00:06	00:00:06	00:02:21	00:02:21	00:00:06	00:00:06
	15:00:00	1	1	Ø	100.0%	0		0.0%	0	Ø	0.0%	00:00:04	00:00:04	00:03:10	00:03:10	00:00:04	00:00:04
	16:00:00	1	1	②	100.0%	0		0.0%	0	Ø	0.0%	00:00:03	00:00:03	00:01:03	00:01:03	00:00:03	00:00:03
	17:00:00	2	2	②	100.0%	0		0.0%	0	Ø	0.0%	00:00:13	00:00:11	00:03:20	00:01:55	00:00:11	00:00:11
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Service Performance Report

	12:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:08	80:00:00	00:08:53	00:08:53	00:00:08	00:00:08
	13:00:00	1	1		100.0%	0		0.0%	0		0.0%	00:00:05	00:00:05	00:01:06	00:01:06	00:00:05	00:00:05
	14:00:00	1	0	(X)	0.0%	1	8	100.0%	0		0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:02:00	00:00:00
	16:00:00	2	2	Ø	100.0%	0	Ø	0.0%	0		0.0%	00:00:10	00:00:08	00:02:37	00:02:30	80:00:00	00:00:08
TOTAL		1702	1461	②	85.8%	75	⊘	4.4%	166	②	9.8%	00:00:16	80:00:00	00:33:06	00:02:35	00:00:14	00:00:12