Demonstration Chart - Performance Report **Example Region 1 Performance - January 2010** 100% **NAVIGATION** 90% 82% 80% 80% 70% 70% **Company** 61% 60% Regions 50% 40% **Division** 30% Market 20% 10% Store 0% Appearance Greeting Assist Presentation Complete the Sale Bring Customer Back **Appearance** Greet **Assist** 100% 100% 100% 90% 90% 90% 80% 80% 80% 70% 70% 70% 54% 60% 60% 60% 50% 50% 50% 40% 40% 40% 30% 30% 30% 20% 20% 20% 10% 10% 10% Appear 1 Appear 2 Appear 3 Appear 4 Greet 1 Greet 2 Greet 3 Greet 4 Greet 5 Assist 3 Assist 1 Assist 2 Assist 4 **Presentation Bring the Customer Back Complete the Sale** 100% 100% 90% 90% 90% 80% 80% 80% 66% 70% 70% 70% 60% 60% 60% 50% 50% 50% 40% 40% 40% 30% 30% 30% 20% 20% 20% 10% 10% 10% 0% Present 1 Present 2 Present 3 Present 4 Complete 1 Complete 2 Complete 3 BCB 1 BCB 2 BCB 3 BCB 4 BCB 5

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