|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| PIP – (Meet target Category ‘D’)  **Strictly Private & Confidential** | | |  |  |  |
|  |  |  |  |  |  |
| Reference: <Staff Id> <Branch/Kiosk> | | |  |  |  |
|  |  |  |  |  |  |
| Date: |  |  |  |  |  |
|  |  |  |  |  |  |
| <Staff Name> | |  |  |  |  |
| <Branch Address> | |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Dear <Staff Name> | |  |  |  |  |
|  |  |  |  |  |  |
| **LETTER OF 1st NOTIFICATION : SALES PERFORMANCE BELOW MINIMUM EXPECTATION** | | | | | |
| **PERFORMANCE IN JULY 2014** | | |  |  |  |
|  |  |  |  |  |  |
| We regret to notify you that as a result of your individual sales performance, you are now in | | | | |  |
| category **'D'** on your performance for the month of <MM/YY> and the details of your month end performance are as follow: | | | | |  |
|  | |  |  |  |  |
| **No.** | **Product** | **Target (Amount)** | **Achievement (Amount)** |  |  |
| 1 | Personal Financing (i-Cash) | 50,000 | 10,000 |  |  |
|  |  |  |  |  |  |
| **Rating** | | **Description** | |  |  |
| A | | Meet both product, exceed 100% | |  |  |
| B | | Meet both product, 100% | |  |  |
| C | | Meet 1 product, 100% | |  |  |
| D | | Meet 0 product, 100% | |  |  |
|  |  |  |  |  |  |
| Management views this matter very seriously. As a result, we would like to raise this matter for immediate attention. Please also be informed that your performance will be closely monitored and you are fully responsible to work with your Manager to raise your performance | | | | |  |
| level up to our expectation. | | | | | |
| . | |  |  |  |  |

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| --- | --- | --- | --- |
| If your performance continues to be in category **'D'** for 3 consecutive months, Management | | | |
| will then issue you a "Performance Improvement Plan" and your sales performance will be closely reviewed on a bi-weekly basis as follows: | | | |
| 1) 1st bi-weekly review - Mid Month Review | |  |  |
| 2) Final review - Month End Review |  |  |  |
| In view of the foregoing, we are placing you under close supervision of your Manager. Please | | | |
| be reminded that Management views this matter seriously and if you continuously fail to improve | | | |
| your performance to atleast a category **'C'** or better in the current month, we will not hesitate to | | | |
| to take further action against you. |  |  |  |

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| Please acknowledge receipt of this letter by signing and returning the duplicate of this letter. | | | | |
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|  |  |  |  |  |
| Yours Sincerely, |  |  | Acknowledgement Receipt | |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **…...………………….** |  |  | **……………………………..** | |
| <CSU Head Name> |  |  | <Sales Exec Name> | |
| <Position> |  |  | <Position> |  |
| Date: |  |  | Date: |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| cc: Head of Sales, Head CCG | |  |  |  |
| cc: PF Product Development, Credit Card Department | | |  |  |
| cc: Human Resources |  |  |  |  |
|  |  |  |  |  |

Sales Staff Reply Template (PIP)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Our Ref: <Sales staff Id> -PIP1** | | |  |  |
|  |  |  |  |  |
| Date: <> |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| <CSU Head Name> | |  |  |  |
| <Branch Address> | |  |  |  |
|  |  |  |  |  |
| **1st PERFORMANCE IMPROVEMENT PLAN (PIP)** | | |  |  |
|  |  |  |  |  |
| I am fully aware that I have been rated in category **'D'** for the month of <MM/YY>. As a | | | | |
| result, I hereby commit to achieve a minimum of 3 product sales targets in this current month | | | | |
| and to move into category 'C' or better. | | |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Details of the full month product targets sales commitment are as follow: | | | |  |
|  |  |  |  |  |
| **No.** | **Product** | **Full Month Target** | **Full Month Result (%)** |  |
| 1 | Personal Financing (i-Cash) | 50,000 | 1 |  |
|  |  |  |  |  |
| Failing which, I understand that the Management will proceed with a more severe form of | | | | |
| disciplinary action, as stipulated in the Performance Management Process. | | | |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Yours Sincerely, | |  | Acknowledged Receipt |  |
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|  |  |  |  |  |
| **..…..……..……………** | |  | **………….……………..** |  |
| Name: | <> |  | Name: <> |  |
| Position: | <> |  | Position: <> |  |
| Date: | <> |  | Date: <> |  |
|  |  |  |  |  |

Action Plan

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  | **First Performance Improvement Plan** | | | | |
|  |  |  |  |  |  |
|  | **No.** | **Action Plan** | | | |
|  | 1) | Eg: Create Awareness - Flyers Distribution, (From which day to which day) | | | |
|  |  | Event Alert - Booth at selected locations (name of places) | | | |
|  |  |  | | | |
|  | 2) |  | | | |
|  |  |  | | | |
|  |  |  | | | |
|  | 3) |  | | | |
|  |  |  | | | |
|  |  |  | | | |
|  | 4) |  | | | |
|  |  |  | | | |
|  |  |  | | | |
|  | 5) |  | | | |
|  |  |  | | | |
|  |  |  |  |  |  |
|  | **Staff's Comment** | | | | |
|  | Eg: Need to create more awareness at <Name of locations> | | | | |
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| PMP – (Meet target category > ‘C’)  **Strictly Private & Confidential** | | |  |  |
|  |  |  |  |  |
| Reference: <Staff Id> <Branch/Kiosk> | | |  |  |
|  |  |  |  |  |
| Date: |  |  |  |  |
|  |  |  |  |  |
| <Staff Name> | |  |  |  |
| <Branch Address> | |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Dear Sir/Madam, | |  |  |  |
|  |  |  |  |  |
| **SALES EXECUTIVE PERFORMANCE REVIEW: FOR OUTSTANDING** | | | |  |
| **PERFORMANCE IN JULY 2014** | | |  |  |
|  |  |  |  |  |
| Congratulations on your outstanding achievement in <MM/YY>. With such outstanding | | | | |
| performance, you have been rated with B rating under the performance management | | | | |
| process. Such impressive performance does not go unnoticed and we are proud of your | | | | |
| significant achievement. The following is your sales performance for <Month>. | | | |  |
|  |  |  |  |  |
| **No.** | **Product** | **Target (Amount)** | **Achievement (Amount)** |  |
| 1 | Personal Financing | 50,000 | 40,000 |  |
|  |  |  |  |  |
| **Rating** | | **Description** | |  |
| A | | Meet both product, exceed 100% | |  |
| B | | Meet both product, 100% | |  |
| C | | Meet 1 product, 100% | |  |
|  |  |  |  |  |
| Your outstanding result for this month is an inspiration to Aeon Sales Team. | | | |  |
| We are pleased with your efforts and have confidence in your continuous success. | | | |  |
| Together we can accomplish great things. **Keep up the good work!** | | | |  |
|  |  |  |  |  |
| Please acknowledge receipt of this letter by signing and returning the duplicate of | | | |  |
| this letter. |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Yours Sincerely | |  | Acknowledgement of receipt | |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **…...………………….** | |  | **……………………………..** |  |
| <CSU Head Name> | |  | <Sales Exec name> |  |
| <Position> | |  | <Position> |  |
| Date: |  |  | Date: |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| cc: Head of Sales, Head CCG | |  |  |  |
| cc: PF Product Development, Credit Card Department | | |  |  |
| cc: Human Resource | |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| The achievement above is based on current month's performance and continuous effort is | | | | |
| required to maintain this achievement. In the event of shortfall in sales performance, Performance | | | | |
| Improvement Plan (PIP) shall be implemented with your supervisor. | | | |  |
|  |  |  |  |  |
|  |  |  |  |  |