

From: [Donald Green](#)
To: [Nichelle Sims](#)
Subject: Feedback
Date: Friday, March 15, 2024 11:49:00 AM

Good Morning Nichelle,

First, congratulations on your shout out at the meeting today for core values! You are definitely an asset to our team and we value you.

Second, I wanted to provide you some general feedback on your performance. Your trending attrition rate (i.e. client cancellations) has been really good. You have been below the new attrition thresholds (5%) every month since December which is remarkable, with 3.8% in December, .7% in January, and 3.7% in February. It was slightly higher at 5.7% back in November, but the threshold at that time was 7% so your numbers were still well below the critical values. These numbers are fantastic! Your attrition for last week though was 11.1% on 18 calls, 2 cancellations. For the week before, week ending, you had just 1 cancellation on 15 calls, a 6.7% attrition rate. I'm hoping these were just errant weekly fluctuations because you have historically done well and I don't see anything else to indicate this would be an ongoing challenge for you. It's important to address it now though because the month end attrition rates are the most significant and I'd hate to see you go over those thresholds for the first time now when you've been doing so well. If you'd like to spend some time on reviewing calls with me, I'd be happy to do so.

I did also need to mention call timeliness. For whatever reason, for multiple weeks over the last two months your call timeliness – calls within 3 minutes before or after your scheduled appointments – has been low. During the week of March 8, for example, only 67% of your calls were timely. During three weeks of February, your call timeliness was 76%, 62%, and 60%, respectively. Just a reminder that calls need to be made between 3 minutes before and 3 minutes after each scheduled appointment. This is important for client satisfaction because client's schedule their calendars base on these appointments. I don't think your call timeliness has affected your attrition rate, but if it has, this might be a way to improve your rates. I have seen that happen in other cases and is an easy way to avoid exceeding the attrition thresholds.

All in all, I think you're doing great, and love having you on my team! Keep up the good work!

Regards,

Donald A. Green, Attorney Manager



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