

From: [Donald Green](#)
To: [Randall Carver](#)
Subject: Feedback
Date: Friday, March 15, 2024 11:28:00 AM

Randy,

I was hoping to connect with you today but didn't hear back from you in Teams. I was reviewing your file and wanted to provide you some feedback.

First, I am aware that your anniversary with FLLG was 3/13 and am working on your annual performance review. I will try to schedule some time to go over that with you after I finish it next week. Any annual increase will be retroactive to your anniversary date.

Second, your trending attrition rate (i.e. client cancellations) looks really good. You have been below the new attrition thresholds every month since November which is remarkable, with 4.8% in November, 3.8% in December, 3.9% in January, and 3.2% in February. These numbers are fantastic! Your attrition for last week though was 5.6% but I'm hoping this was just an errant weekly fluctuation because I don't see anything else to indicate this would be an ongoing challenge for you.

I did also need to mention call timeliness. For whatever reason, for several 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 52% of your calls were timely. I'm not sure why because you didn't have many calls during that week. 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. Fortunately, it doesn't appear your call timeliness has affected your attrition rate, but I have seen that happen in other cases and is an easy way to avoid exceeding the attrition thresholds.

Finally, it's important to make sure that your file reviews are completed at least once per month. In February you fell behind by somewhere around 250 reviews that were outside that 30-day window. In the future, please let me know if you are falling behind or if something else is preventing you from completing reviews on time so I can get you the resources / time you need to get caught up.

All in all, I think you're doing great. Keep up the good work!

Regards,

Donald A. Green, Attorney Manager



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