

### FOCUS FOR THE MONTH

- 📌 The focus currently is on 'Lowest scoring sub attribute', X number of customers have stated this as an opportunity.
- 🗣️ The specific skill of focus is 'Most common negative skill' and something we need to focus on going forward.



NET PROMOTER  
SCORE

50%

Promoter



TOTAL RESPONSES  
FOR JULY 2021

120

+10 from Last Month

JULY SCORE

80%

YTD SCORE

80%

RANK IN THE  
COUNTRY

10 / 100

TOP PERFORMER

**Bob Smith**

Location Title

### CUSTOMER FEEDBACK

Lots of customer feedback goes here - positive and negative, include the date and linked to see more which goes to our website at the bottom. Include the score or state promoter, passive or detractor...

22 July, 2021

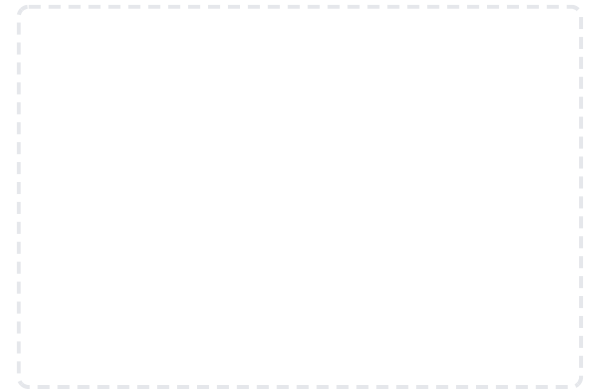
[VIEW](#)



### DID YOU KNOW..

Net Promoter Score is based around % of promoters (Score a 5/5) - % of Detractors (Score a 1, 2 or 3), you can find out more about Net Promoter Score by clicking on the following [link](#)

### TRENDED RESULTS



#	CATEGORY	RESULT	COMMENTS
1	Category Name	90%	Sub-Attribute skill clicked and comments were given

**? DID YOU KNOW..**

That by adding your teams to the ServeFirst reporting platform that they can also login to see their performance, also; you have the ability to manage your team and access additional reports to understand how you're performing overall - [click the link to see how](#)

**Action Plan**

ATTRIBUTE NAME	ACTION	STATUS
1	Category Name	90%

**? DID YOU KNOW..**

You can create bespoke action plans that filter directly into here if created within your ServeFirst account, here you can create actions, timelines and owners instantly whilst tracking performance. [Click here to see how](#)

#	NAME	CAT 1	CAT 2	CAT 3	CAT 4	SCORE	RESPONSES	TOP PERFORMER
1	Store Name	90%	90%	90%	90%	90%		Ben Smith

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