Part 1:

Avg sales, sales per hour, calls per hour, calls in and out, number of orders, avg sale per call, sales per call, total sales, sales vs number of calls, avg call time, number of invoices.

1. total daily sales
2. Week to date sales
3. Month to date sales
4. Number of invoices(daily)
5. Number of invoices per call (successful sales calls)(Month to Date)
6. Avg invoice value(Month to Date)
7. % of each category over the company average(for each previous category)
8. All categories are compared to the operator’s metrics from the same time period last year
9. All graphs are superimposed with the company average/median and individual’s percentile

Part 2:

1. Reward personal improvement from each category. (small incentive). Must perform over average. Slightly bigger bonus for each decile of improvement.
2. Bonus top overall performers (big bonus) from each category.
3. Bottom 20 % continually gets warned/reprimanded, train up with performance coach. – if consistently poor performance, fire.