



Minimum Acceptable Standards:

Effective _____

Below are the Minimum Acceptable Performance Standards for all Outbound Excellence – Inbound Sales Professionals: Adherence to these standards is mandatory and will be monitored to ensure compliance.

I: Practice “Genuinely” Caring for Each & Every Customer....Each & Every Day.

1. Answer the phone every time with the 3-part greeting and do it politely!
2. Attempt to Update or Obtain customer info including email address, source code, and # of CPU's every time - prior to quoting any prices!
3. Ask your customer every time, "What will you be using this product for?" Then use this information to . . .
4. Practice add-on, cross-sell, and up-sell techniques to provide a full solution for your customer every time!
5. Attempt to Close 3x on every call! After you've added on to their original purchase, offer our current special promotions, then . . .
6. Recap and confirm every order every time. Give the customer your email address & ask for theirs! Say Thank You!

II: Minimum Sales Standards:

1. Meet or exceed a minimum of **\$150,000 Net Shipped Revenue** per month.
2. Meet or exceed a minimum of **\$16,125 Margin dollars** per month.
3. Meet or exceed a minimum of **10.75% Margin**.
4. Meet or exceed a minimum of **\$350.00 Average Order Size** per month.
5. Meet or exceed a minimum of **30% booked close rate average** per month.
6. Be at or below a maximum of **4.5% returns** per month.
7. Meet or exceed a minimum of **8 warranties** per month.
8. Be at or below a maximum of **20% generic source code capture** per month.
9. Achieve a minimum **3.5 minutes talk time per call** per month average per month.
10. Meet or exceed **100% freight capture** per month.

III: Standards of Professionalism:

1. Adhere to your regular shift start and end times as well as scheduled break periods.
2. Attend all scheduled training at your scheduled times.
3. Maintain acceptable attendance,
 - a) No more than 3 late days within any 30 day period.
 - b) You will not leave prior to your shift ending time without management approval.
 - c) No more than 3 sick occurrences within any 90 day period without written notification from a doctor. (an occurrence is any group of days you were out sick. (example - If you were sick for 3 consecutive days that would equal 1 occurrence) *for further explanation refer to the Company sick policy available in H.R.
If you will be late or out from work you MUST contact your supervisor, failure to call in if you will be out is considered a “no call / no show”. 3 consecutive “no call / no show’s”, will be considered job abandonment and your employment will be terminated.
4. Maintain a neat and professional workstation.
5. Use Company Email, Mail, Phone and Internet access for business purposes only.

*Standards are based on full time employment; part time employment will be prorated based on approved scheduled hours.

*Standards will be prorated the first 3 months for new employees to allow for ramp up.

Outbound Excellence Price Over-ride Policy:

Effective _____

This policy concerns those who want to obtain price over-ride as well as those who currently have it. The ability to negotiate price for Outbound Excellence is a privilege and not a right. In order to receive it you must show your willingness to follow standards as well as your ability to apply professional sales techniques with your customers.

Below are the specific metrics one will have to maintain in order to be granted, and retain price over-ride capabilities.

Metrics to Achieve Price Over-ride Privileges:

- \$180K net shipped revenue per month for a minimum of 3 consecutive months
- 11.0% margin per month for a minimum of 3 consecutive months
- \$19,800 net margin dollars per month for a minimum of 3 consecutive months
- \$375 average order size

These are in addition to the "**Minimum Sales Standards**" in section II above. If you do not maintain these standards you will not be granted price over-ride. If you currently have price over-ride and fail to maintain any one of the "**Minimum Sales Standards**" in section II above for 2 consecutive months, your price over-ride privileges will be suspended.

All metrics will be determined on monthly basis.

If you have price over-ride capabilities currently, you will be expected to maintain the above stated "**Metrics to Achieve Price Over-ride Privileges**" each month. If your margin is below 11% for _____ you will be placed on a probationary period for the month of _____. Failure to achieve these Metrics by _____ will lead to the suspension of price over-ride privileges.

If price over-ride is suspended you will be required to meet or exceed all above stated standards and metrics for three consecutive months in order to have it re-instated.

Letter of Commitment and Understanding:

I have read, understand and demonstrated the Outbound Excellence **Minimum Acceptable Standards** outlined above. My manager has also explained and demonstrated these to me to my satisfaction. I agree to meet or exceed the standards as outlined I understand that failure to do so will result in the following corrective action steps.

- 1st occurrence = Management Coaching
- 2nd occurrence = Documented Verbal Warning
- 3rd occurrence = Written Warning
- 4th occurrence = Termination of Employment.

I: Practice “Outbound Excellence Solution (Relationship) Selling” on every call.

Team Member Initials: _____ Managers Initials: _____

II: Minimum Sales Standards:

Team Member Initials: _____ Managers Initials: _____

III: Standards of Professionalism:

Team Member Initials: _____ Managers Initials: _____

I have also read and understand the **Price Over-ride Policy** outlined above and understand the Metrics I must achieve and maintain to receive this privilege.

Team Member Initials: _____ Managers Initials: _____

Team Member Name: _____ (please print)

Team Member Signature: _____ Date: _____

Sales Managers Signature: _____ Date: _____

I do not agree with these standards, therefore I respectfully submit my resignation on the grounds that I cannot meet the requirements of the Outbound Excellence Sales Advisor position as outlined above.

Team Member Name: _____ (please print)

Team Member Signature: _____ Date: _____

Sales Managers Signature: _____ Date: _____