

## Sales Manager Monthly Coaching and Review

| Date:         | SALES                      | PLAN                 | %<br>+/- PLAN | \$<br>+/- PLAN | AVG SALE | AVG SALE<br>PLAN | APPS TAKEN/<br>PLAN | APPLS #<br>+/- PLAN |
|---------------|----------------------------|----------------------|---------------|----------------|----------|------------------|---------------------|---------------------|
| Month to Date |                            |                      |               |                |          |                  |                     |                     |
| Year to Date  |                            |                      |               |                |          |                  |                     |                     |
|               | CREDIT % OF<br>TOTAL SALES | WARRANTY<br>SALES \$ | # PODIUM      | DISCOUNT<br>%  |          |                  |                     |                     |
| Month to Date |                            |                      |               |                |          |                  |                     |                     |
| Year to Date  |                            |                      |               |                |          |                  |                     |                     |

|                             | <u> </u>           |                       |  |   | ·       | ļ |
|-----------------------------|--------------------|-----------------------|--|---|---------|---|
| CATEGORIES                  | MANAGER<br>SCORING | SUPERVISOR<br>SCORING |  | C | OMMENTS |   |
| Staffing/Recruiting         |                    |                       |  |   |         |   |
| Training:                   |                    |                       |  |   |         |   |
| 8 Steps of Selling          |                    |                       |  |   |         |   |
| Product Knowledge           |                    |                       |  |   |         |   |
| Role Play                   |                    |                       |  |   |         |   |
| Performance Management:     |                    |                       |  |   |         |   |
| C/R Docs Complete           |                    |                       |  |   |         |   |
| One-on-Ones                 |                    |                       |  |   |         |   |
| Addressing Behaviors        |                    |                       |  |   |         |   |
| Addressing Poor Performance |                    |                       |  |   |         |   |
| Event Prep and Execution    |                    |                       |  |   |         |   |
| Customer Clienteling        |                    |                       |  |   |         |   |
| Floor Leadership            |                    |                       |  |   |         |   |
| Urgency                     |                    |                       |  |   |         |   |
| Other:                      |                    |                       |  |   |         |   |
| Other:                      |                    |                       |  |   |         |   |

| VHEN - When wi  | ACTION PLAN - HOW MUCH AND BY WHEN                              |                  |              |              |                |  |  |  |
|-----------------|---|------------------|--------------|--------------|----------------|--|--|--|
| WHEN - When wi  | t are the two (2) high leverage activities that will improve of | over the next 30 | days?        |              |                |  |  |  |
| WHEN - When wi  |   | 2                |              |              |                |  |  |  |
| WHEN - When wi  | specific actions and/or development are required?               |                  |              |              |                |  |  |  |
| WHEN - When wi  |   |                  |              |              |                |  |  |  |
| WHEN - When wi  |   |                  |              |              |                |  |  |  |
| OW MUCH - W     |   |                  |              |              |                |  |  |  |
| OW MUCH - W     |   |                  |              |              |                |  |  |  |
| IOW MUCH - W    | en will the individual complete the "How" assignment?           |                  |              |              |                |  |  |  |
|                 |   | 2                |              |              |                |  |  |  |
|                 | - What improvement (outcome) is expected over the next          | ·                |              |              |                |  |  |  |
| other Comments: |   |                  |              |              |                |  |  |  |
|                 | ents:   |                  |              |              |                |  |  |  |
|                 |   |                  |              |              |                |  |  |  |
|                 |   |                  |              |              |                |  |  |  |
|                 |   |                  |              |              |                |  |  |  |
|                 |   |                  |              |              |                |  |  |  |
|                 |   | is Month's Goals | Supervisor   | Manager      |                |  |  |  |
| Sa              | Avg Anne Credit Warranty  | odium Contacts   | Initial/Date | Initial/Date | Follow-up Date |  |  |  |
|                 | Sales Avg Apps Credit Warranty Processed SOB % #                |                  |              |              | _              |  |  |  |