



Performance Improvement Plan

Verbal Notice **Written Notice** Final Written Notice

Employee Name _ Denzel Smith

Date of Notice: 9/2/2008

General Manager” Martin Santana

Department: Sales

TYPE OF VIOLATION Attendance / Lateness

PERFORMANCE not meeting budgeted sales or margin dollar goals

Previous Notice(s)

<i>Date</i>	<i>Type of Notice</i>	<i>Explanation of Violation</i>
Dec 2008	Verbal notice of need to improve productivity and performance by Ken Mendoza and Martin Santana	Sales and Margin dollar results are not meeting budgeted goals

Employer Statement on Violation

Explanation of Incident(s) (including date(s), time(s), location, witnesses. etc.; and specific quotes or statements, if applicable:

1. Attendance

Employee work hours are less than those approved by his Team Captain or General Manager
Recent reports indicate that employee has logged in as late as 10AM and logged out as early as 3PM
Employees are required to work 8 hour work days unless they receive written management approval
Employee has not received approval to work less than the standard 40 hour work week, nor has the employee, working at a remote office location, informed management of his late arrivals and early departures

2. Not Meeting Minimum Performance Standards

- A) YTD Actual Service Sales at 58% of Budget / Budget = \$100,000 vs. Actual = \$58,075
- B) August Service Sales at 48% of Budget / Budget = \$12,500 vs. Actual = \$5,786
- C) July Service Sales 44% of Budget / June Service Sales 47% of Budget
- D) August Hardware Sales as of 8/31 @ 12:22 PST = 33% / Budget = \$6,743 vs. Actual = \$2,220
- E) Average customer contact time less than 30 minutes / average contacts less than 20 per day

Important Note:

Immediate improvement/correction is required as outlined on the Action Plan – Page 2

EMPLOYEE STATEMENT

- I concur with employer’s statement.
- I disagree with employer’s description of violation because: _____

SIGNATURES

I have received and understand this notice.

Employee:	Director/Vice President
General Manager:	Human Resources

Probationary Performance Plan

RETURN ORIGINAL DOCUMENT TO HUMAN RESOURCES

PERFORMANCE IMPROVEMENT ACTION PLAN

Reason for Action Plan: 1) Attendance 2) Performance

See Page 1 for details

Action Steps:

1. Employee work hours will be 8:30 am to 4:30 pm
2. Employee must notify General Manager in writing of "any" deviation from these work hours
3. Employee talk time must be a minimum of 60 minutes and include 35 Outbound "customer" calls
4. Employee will "contact" by phone 100% of assigned accounts between 9/3/07 and 9/28/07
5. Employee will "contact" 3 "qualified" prospects accounts each day
6. Employee will submit a daily activity report to development manager each day
 - a. Development manager will contact employee on 9/3/07 to discuss details

Consequences if the action steps listed above or the minimum acceptable standards listed below are not met:

1. Above \$_1,812.60 __GM dollars in September, return to Account Manager status
2. Continue probationary period when GM dollars is between A and C.
3. Below \$_1,611.20 __GM dollars, subject to further disciplinary action up to and including termination.

Duration of probationary period: 9/3/2008 thru 9/28/2008

Date of next evaluation: October 1st 2008

Employee Comments:

PLEASE SIGN REVERSE SIDE AND RETURN ORIGINAL DOCUMENT TO HUMAN RESOURCES

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