

Measuring (Part 1):

The purpose of measuring is to improve.

To improve, you need to know where you are and where you want to go.

Whatever you accurately measure will improve.

You must become accountable for every guest you come in contact with. See the daily up sheet as a means for improving your personal sales.

What do we measure? :

1) Traffic ups: the total from door counter divided by four.

2) Recorded ups is the total on your up sheets.

3) Number of sales calculated from your up sheet (2 and 3 measures your Closing Ratio).

4) Extended Warranty.

5) Average Ticket.

Analyze all the data you record to detect and correct.