

# How I "Won At Work" Today

## As a Service Advisor (ASM) at

# ABC Import Center

Total Number of Working Days This Month

**22**

Working Day Number

**14**

	Key Results Area	Today	M-T-D	Monthly Pace	Monthly Target
1	Total Labor Hours Billed	41.9	406.5	638.8	800.0
2	Total Number of Customer Interfaces (Total Customer/Car Count Processed)	17	172	270	330
3	Number of C/P R.O.'s Closed	13	145	228	248
4	Number of C/P Hours Billed	21.6	297.8	468.0	558.0
5	Average C/P Hours Per C/P R.O.	1.66	2.05		2.25
6	Total C/P Labor Sales (Closed R.O.'s)	\$1,543	\$21,686	\$34,078	\$37,107
7	Average C/P Effective Labor Rate (ELR)	\$71.44	\$72.82		\$66.50
8	Total C/P Parts Sales (Closed R.O.'s)	\$1,395	\$19,887	\$31,251	\$29,760
9	Average C/P Parts Sales Per C/P R.O.	\$107.31	\$137.15		\$120.00
10	Number of ASR Hours - Tech. Requested	11.7	74.3	116.8	115.0
11	Number of ASR Hours Sold	4.6	38.2	60.0	74.8
12	ASR "Batting Average"	0.393	0.514		0.650
13	Number of Menu Sales Opportunities	4	45	71	87
14	Number of Menu Sales Executed	1	19	29.9	44
15	Menu Sales "Batting Average"	0.250	0.422		0.500
16	Number of Customer Tire Sales	4	32	50	40
17	Number of Customer Alignment Sales	1	22	35	70
18	Number of Service Contract Sales	0	1	2	10

***I Need Help Your Help With:***

**Selling Alignments and ESAs! Please!**

***Issues For Management Attention:***

**Mrs. Johanson's Subaru Forester is Going Into Its 4th Carryover Day! Any word from the Subaru service rep?**

Advisor Signature

Day and Date