



# Service Advisor Compensation Results & Analysis

ABC Motors (Chevrolet) - John Smith - Page 1

	Compensation Control Category	Parameter	"A" Job (Superior)	"B" Job (Expected)	Actual Feb-14	Comments
1	Total <u>Individual</u> Flat Rate Hours Billed (Customer, Warranty, and Internal)		825.0	750.0	738.9	How Much Would Another .03 Per Hour Have Paid?
	Incentive Amount	Variable	\$5.25	\$5.00	\$4.75	
	Percent of Total Projected Compensation	Per FR Hr.	\$4,331.25	\$3,750.00	\$3,509.78	
		See Matrix	68.5%	67.2%	80.1%	
2	Total <u>Shop</u> Flat Rate Hours Billed (Customer, Warranty, and Internal)	\$0.30	2,250.0	2,100.0	1,922.4	
	Incentive Amount	Per FR Hr.	\$675.00	\$630.00	\$576.72	
	Percent of Total Projected Compensation		10.7%	11.3%	13.2%	
3	Individual eMail Address Penetration Achieved Individual eMail Address Objective? (Objectives Determined by Sr. Management)	\$0.40	65.00%	50.00%	32.60%	Need A Lot More Focus Here!
	Incentive Amount	Per FR Hr. in Category 1	50.00%	50.00%	50.00%	
			\$330.00	\$300.00	\$0.00	
4	Achieved Target Parts Sales Per C/P R.O.?	\$0.40	\$165.00	\$145.00	\$142.38	Nice Job!
	Incentive Amount	Per FR Hr. in Category 1	YES	YES	YES	
			\$130.00	\$130.00	\$130.00	
			\$330.00	\$300.00	\$295.56	
5	Achieved Target C/P Effective Labor Rate?	\$0.40	\$75.00	\$72.50	\$71.90	You left almost \$300.00 "On the Table"!
	Incentive Amount	Per FR Hr. in Category 1	YES	YES	NO	
			\$72.50	\$72.50	\$72.50	
			\$330.00	\$300.00	\$0.00	
6	Achieved Target ASR Closing Penetration?	\$0.40	50.00%	40.00%	28.70%	I Can Help You Get To Target Here!
	Incentive Amount	Per FR Hr. in Category 1	YES	YES	NO	
			40.00%	40.00%	40.00%	
			\$330.00	\$300.00	\$0.00	
7	Total Earned Incentive Amount	Summary	\$6,326.25	\$5,580.00	\$4,382.06	
	Annual Pace of This Incentive		\$75,915	\$66,960	\$52,585	



## Service Advisor Compensation Results & Analysis

ABC Motors (Chevrolet) - John Smith - Page 2

	<i>Compensation Control Category</i>	Parameter	"A" Job (Superior)	"B" Job (Expected)	Actual Feb-14	Comments
8	Estimated Blended Effective Labor Rate		\$74.00	\$72.50	\$71.33	
	Estimated Blended Gross Profit Margin (After Discounts)		73.0%	71.5%	69.4%	
	Total Department Gross Profit		\$121,545	\$108,859	\$95,165	
	Advisor Compensation as a % of Labor Gross		10.41%	10.25%	9.21%	
9	Total Annualized Incentive Income Based on This Month's Pace		\$75,915	\$66,960	\$52,585	



### Grid for Incentive Category #1

ABC Motors (Chevrolet) - John Smith

	<i>Compensation Control Category</i>	Parameter	"A" Job (Superior)	"B" Job (Expected)	Actual Feb-14	"D" Job (Unacceptable)
1	Less Than 2.25 Avg. CP Hours Per CP R.O. Billed 2.25 - 2.50 Avg. CP Hours Per CP R.O. Billed More Than 2.50 Avg. CP Hours Per CP R.O. Billed	\$4.75 \$5.00 \$5.25	2.65	2.40	2.22	Almost at Next Level! Keep up the Momentum!
2	<b>Element 1 Incentive Per Hour Billed</b>	Level 1 Level 2 Level 3	\$0.00 \$0.00 \$5.25	\$0.00 \$5.00 \$0.00	\$4.75 \$0.00 \$0.00	
	<b>Actual Payout - Element 1</b>		\$5.25	\$5.00	\$4.75	