

Action plan 11/18/20

Would like to keep eye on and increase gross profit.

To do this:

Talk to my staff about discounts. None allowed w/o my approval.

Stay consistent with pricing amongst all departments. (Retail Sales/Int/Serv)

Looking for 38%-40% total GP

Also:

Work on phone skills.

Follow our flow chart from group exercise to accomplish more sales/better communication/enhanced customer relation.