

# *SPI - Minutes of Meetings*

**Date:** 2003 October 9

**Time:** WEB

**Attendance:**

## **Sales**

Mike, Sales are not doing as well as they should, but as I said in the general notes they are picking up. Below are two sets of items that have been going on and I have not done much about, but we have come to the time when they need to be corrected.

I have to commend you on being able to research out a project that you may know nothing about. Yet in a short period of time you manage to figure it out and come up with some choices.

1. Not keeping up with customers, here is another example of lost sales because we are not keeping in contact with our customers. Steve from Indian was in here and stated that he did not know that we did WEB sites, and that he wished he knew that before he got tied up with who he is now. Why is this still happening????
2. SPI Shirt, I have noticed that on several occasions you have not only come in without a company shirt on you have gone out on calls that way, any time you go out you should be wearing a company shirt.
3. Still not going out on sales calls like you should, if Steve can not go then you generally do not. Going along with this we have noticed that when you do go out by yourself, you are only gone for an hour or so and you generally either have groceries in hand or your car is full of groceries, this is not acceptable. On most usual days we should only see you 3 or 4 hours the rest of the time you should be out visiting customers and doing cold calls.
4. All prospects are to be in ACT, once a prospect has become a customer all of the data is to be moved to Maximizer then deleted from ACT, and all future information about this customer is to be kept in Maximizer.
5. Phone slips is not being used on a regular basis.

The above items need to improve rapidly, if they do not then I am going to have to assume a greater role in the sales, if that happens then I will be eligible for management part of the commissions.

This issue is less critical but still needs correcting:

1. food in the office, you are one of the worst offenders of this, I have come in on weekends and in the morning to find half eaten food in your office, or dishes in the sink, this really needs to stop.

2. Getting very cavalier about time, you have been getting in late more often, leaving for mysterious reasons, no explanation, and you are always out the door at 1700 or sooner. All of this from a person whose sales are very low, and who is not making a great effort to reverse this trend.