

SHOPPING REPORT CONSEQUENCE / REDIRECTION PROGRAMS
July, 2013

"Subject to" = termination at the discretion of management

"Grounds for" = immediate termination per company policy

	Minimum Score	Reward Qualifying Requirements	Reward	Additional Incentives	Consequences for Failure to Meet Minimum Score Requirements	Termination
Company A	70%	* Scores above 90% and all Lead Management steps taken care of correctly.	~ \$25 to each member of the team.	~ All 100% shops entered into semi-annual drawings.	* Shops are a component of monthly Operational Metrics scores - additional training required of anyone who scores below approx 80%.	~ Subject to
Company B	80%	* Overall Score of 100% - 95% plus 100% on benchmark	~ \$500	~ Community's shopping report results impact the quarterly and annual property assessment	* 1st failed shop = verbal warning and automatic reshops	~ Subject to after 3 failed shops
		* Overall Score of 94% - 90% plus 100% on benchmark	~ \$250		* 2nd failed shop = written warning	
				* 3rd failed shop may result in termination		
Company C	82%	* 98% or more for Internet	~ \$200	~ Mystery Shop acrylic stars	* Discussion and review	~ No
		100% on Phone/Onsite	~ \$100			
Company D	70%	* Over 90% on the telephone portion AND over 90% on the on-site portion	~ \$100 pre-paid gift card	100% on both sections = \$250 prepaid gift card, personal letter from the COO and a company-wide eblast	* 1st failed shop = counseling and additional training, re-shop	~ Subject to
			~ Personal letter from the COO		* 2nd failed shop = additional counseling, written action plan w/ probationary period, additional training, re-shop	
			~ Company-wide eblast		* 3rd failed shop = subject to termination	
Company E	76%	* 93% - 99%	~ \$100	~ None	* Subject to disciplinary action	~ Subject to
		* 100%	~ \$150			
Company F	85%	* Overall Score of 100%	~ \$250 full shops scoring 100%	~ N/A	* Scores 95% & below- Action Plan	~ Yes, grounds for
		* Scores 99%-96%	~ \$125 full shop scoring between 99%-96%		* Scores 84%- 70%: Oral Coaching/Counseling (first failed shop)	
			~ \$250 on full shops (telephone & onsite); 50% payout for split shops		Scores below 69% Written Counseling & impact on monthly bonuses/commissions (first failed shop)	
			~ \$125 on full shops (telephone & onsite); 50% payout for split shops		* 2nd Failed Shop (84% & below)- Written Counseling & loss of monthly bonuses/commissions.	
				* 3rd Failed Shop (84% & below)- subject to termination		
Company G	80%	* Overall Score of 100%	~ \$300	~ None	* Coaching and reinforcement of training. Disciplinary action is at the discretion of the District of Regional Manager	~ Yes, Subject to
Company H	80%	* 90% on phone	~ Eblast Recognition for those who score 100% for Site, Phone and benchmark	~ None	* If score is 80% we shop until you pass or we terminate.	~ Yes
		* 90% on site				
		* 100% on benchmark				
Company I	80%	* Overall score of 100%	~ \$100 per lease	~ Additional \$150 for 100% on-site shop ~ Additional \$150 for 100% phone shop	* Zero bonus paid	~ Yes, Subject to
		* Overall score of 95%-99%	~ \$65 per lease			
		* Overall score of 90%-94%	~ \$55 per lease			
		* Overall score of 80%-89%	~ \$35 per lease			
Company J	85%	* 100% telephone and 100% On-Site	~ \$300	~ Quarterly luncheon with City Leaders ~ Annual award of \$1,000 for associate that has the highest overall Top Shop score	* 76%-85%- additional training	~ No
		* Overall score of 95-99%	Receive bonus equal to score.		* 75% or below- \$100 deduction per component on next bonus check	
				* internet- no response \$100 deduction- 75% or below- \$50 deduction		
Company K	70%	* Employee must be in good standing and achieve 96% or better on both the phone and onsite shop	~ \$100	~ None	* Required to take a series of Grace Hill training courses as well as sign up for the next available leasing workshop	~ No
Company L	90%	* 90% - 94% telephone	~ \$10	~ None	* Subject to disciplinary action (Regional Manager discretion)	~ Subject to
		* 95% - 99% telephone	~ \$25			
		* 100% telephone	~ \$50			
		* 90% - 94% onsite	~ \$25			
		* 95% - 99% onsite	~ \$50			
* 100% onsite	~ \$100					
Company M	85%	* 100% on Full Shop	~ \$500		* Any score less than 80%- \$100 deduction from team member's bonus pay	~ Yes, Subject to
		* 96-99.5% on Full Shop	~ \$250		* 1st failed shop -- retraining and reshops	
					* 2nd failed shop -- written performance coaching, action plan and reshops	
					* 3rd failed shop -- possible grounds for termination	

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Company N	70%	* Overall score 100% Overall score 95%-99%	~ \$250 bonus ~ \$150 Bonus	~ Thank you letter from president of the company for perfect scores	* 1st Failed Shop (70% and below) = shop review session with Property Manager and enrollment in shopping report class and bonuses are taken away * 2nd Failed Shop (70% and below) = write reprimand, additional training * 3rd Failed Shop (70% and below) = grounds for termination	~ Yes
Company O	70%	* Score of 90%-99% for one reward * 00% gets a higher reward	~ \$100 for 90-99% ~ \$200 for 100% for each shop (phone and on-site separate)	~ None	* 1st & 2nd Failed Shop - additional training, coaching and counseling * 3rd Failed Shop - up to and including termination	~ Yes
Company P	80%	* Exceed company benchmark of 80% Overall score of 100%	~ None ~ 100 Visa gift card	~ None	* One on one training * Subject to additional disciplinary measures	~ Subject to
Company Q	85%	* Audio/Telephone: recognition for scores of 90% and above * Audio/Telephone: recognition for scores of 90% and above	~ 90-99%: certificate and name in newsletter ~ Int: certificate	~ For Audio: If same associate is shopped for tel. and audio and gets 100%- award of \$100. ~ For second perfect score, \$250 ~ For third perfect score, \$100	* Audio: courses assigned in LMS Review of shop with supervisor and action plan submitted to Regional Trainer. Follow-up shop required in 30 days. * 2nd: All-day seated course to review. Update action plan. Re-shop * 3rd: Written warning/ possible suspension Internet: Team assigned class, re-shop	~ Yes, Subject to
Company R	84%	* Overall score of 100% * Overall score of 96%-99.9%	~ \$150 ~ \$100	~ Weekly Newsletter recognition ~ Name on company wall of top 10 shops	* 1st shop 70%-84% = coaching session with documentation * 2nd shop 70%-84% = written counseling with documentation * 1st shop 69% or less = written counseling with documentation + another shop done within 30 days * 2nd shop 69% or less = written counseling with documentation - loss of leasing commissions for the month that the 2nd shop occurred	~ Yes, Subject to
Company S	80%	Score of 95% (or 94.5%) and above on overall shop score * Associate should also complete at least one form of follow-up	~ \$100 bonus	All Community Managers whose property achieves ~ 100% on benchmark score during the quarter go into a drawing for a \$100 gift card	* 1st failure - one-on-one training with Field Trainer. * 2nd failure (within 12 months) - coaching memo completed by Community Manager. * 3rd failure (within 12 months) - formal write-up completed by manager	~ No
Company T	80%	* Overall Score- 100 (call, shop and benchmark)	~ \$100 Top Shop reward	~ Pic recognition on Facebook & company intranet ~ High Achievers Program (internal recognition) ~ Award type (varies) at Award Ceremony	* 1st failed shop- write up * 2nd failed shop- write up * 3rd failed shop- grounds for termination * Weekly self assessments turned in for below 80%, write up for not asking for deposit	~ Subject to
Company U	95%	* Top 3 – Based on Property's Average Score (minimum of 95%) of all 3 shop types	~ Qtrly - \$300 (1st), \$200 (2nd), \$100 (3rd) for each office team member	~ None	* Nothing formal, but some informal one on one training if needed and required	~ No
Company V	80%	* 95% or Higher	~ 95%-99% \$25 ~ 100% \$100 immediately	~ Top Shop \$100 ~ For every 100% scored - chance to win an additional \$100 in a drawing at rally time.	* Additional training * If performance still not improving, written warnings * Never had anyone fired based only on shop scores - usually other issues with it.	~ Yes, Subject to
Company W	75%	* 100%	~ \$100	~ None	* Corrective action notice if scoring below 75% 3 times, possibly resulting in termination.	Subject to
Company X	85%	* 100%	~ \$100	~ None	* Subject to Termination (VP Discretion)	~ Yes, Grounds for
Company Y	80%	* 100% * 90%-99%	~ \$300 bonus ~ \$150 bonus		* 1st failed shop - extra training courses and reshop ordered within 30 days * 2nd failed shop - additional training with Regional Marketing & Training Director, counseling statement and third and final shop ordered within 30 days * 3rd failed shop - termination	~ Yes
Company Z	None	Individuals who 100% on benchmark and total score and followed the Lease Prospect Management Procedures correctly * One to two winners per month selected from Telephone Award group with 100% total score * 100% benchmark score on phone or in person	~ \$100 ~ \$100 ~ \$100	~ Cube; recognized at Sales and Service and in monthly intranet announcement ~ Cube; recognized at Sales and Service and in monthly intranet announcement	* 1st time benchmark missed within 12 months - \$50 deduction in bonus pay and must complete a written Shoppers Action Plan Report and submit to Talent Management * 2nd time benchmark missed within 12 months - \$100 deduction in bonus pay and must complete a written Shoppers Action Plan Report and submit to Talent Management (initial Action Plan sent back to associate for review) * 3rd time benchmark missed within 12 months - \$200 deduction in bonus pay and must complete a written Shoppers Action Plan Report and submit to Talent Management (initial Action Plan sent back to associate for review) * 4th time benchmark is missed within 12 months - ALL additional monthly bonus pay is withheld	~ Yes, Subject to
Company AA	84%	* 95%-99% * 100%	~ \$100 bonus ~ \$100 bonus and one free paid day off	~ Company certificate ~ Quarterly lunch for all winners in the region ~ Company announcement	* Call with Regional Trainer for one-on-one training session	~ No

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Company AB	90%	* 90% on shop #1 * 90% on shop #2 * 90% on shop #3 * 90% on shop #4 * 90% on Subsequent shops	~ \$100 + \$100 for 95% and above ~ \$150 + \$100 for 95% and above ~ \$200 + \$100 for 95% and above ~ \$500 + \$100 for 95% and above ~ \$500 + \$100 for 95% and above	~ None	* If score drops below 90%, associate drops back to tier 1 and has to build up again (both phone and in person must be 90% and above)	~ No
Company AC	70%	* 90% telephone * 90% onsite * 100% benchmark	~ \$100 ~ \$100 ~ \$100	~ Perfect Shops entered into an annual drawing for a trip to NAA or Brainstorming	* Telephone score of 70% - one on one coaching session with Property Manager * Onsite score of 70% - one on one coaching session with Property Manager	~ No
Company AD	90	* 100% onsite shop	~ \$100	~ None	* < 85% - reattend 2-day leasing class * < 80% on 2 shops in 1 year - \$100 deducted from bonus, written counseling * < 80% on 3 shops in 1 year - \$100 deducted from bonus, subject to termination	~ Yes, Subject to
Company AE	90%	* Score of 95%(and above) overall	~ \$100, Company Recognition	~ Different Regional contests with varying rewards	* Subject to disciplinary action(RM discretion)	~ Yes, Subject to
Company AF	85%	* Two shops at 95% or higher * Two shops at 85% or higher	~ Certificate, pin or jacket, newsletter recognition, personal letter from RVP, paid day off ~ Certificate, newsletter recognition, personal letter from RVP	~ None	* Below 95% - coaching call with Training Director, homework requirements, performance evaluation plan, reshops in 30 days * Third failed shop results in termination	~ Yes
Company AG	100%	* 100% on Phone/Onsite	~ \$300	~ Spotlight Award recognition email to entire company with employee photo	* Verbal counseling with Regional Manager for first failed shop and return to training * 2nd failed shop score results in possible written corrective action * 3rd failed shop score results in Final Warning and possible termination	~ Yes, Subject to
Company AH	85%	* 100% on benchmark * 100% on telephone portion of shop * 100% on in-person portion of shop * 100% overall on shop	~ \$25 Visa Gift Card from Regional ~ \$50 Visa Gift Card from Corporate with a note from Owner ~ \$100 Visa Gift Card from Corporate with a note from Owner ~ \$150 Visa Gift Card from Corporate with a note from Owner	~ 95% gets certificate/notecard from Company Founder ~ Certificate	* National policy - online training modules completed for <85% scored areas * Other consequences vary by Region, including coaching, additional training up to and including termination	~ Yes, Subject to
Company AI		* Score of 95% or greater	~ \$250	~ None	* We do not maintain a minimum score; however, generally scores below 80% are subject to written counseling * Repetitive low scores are subject to termination	~ Yes, Subject to
Company AJ		* Annual Top Shop Contest - Top Shops of year are awarded	~ 1st place - paid day off ~ 2nd place - paid team lunch	~ Top 10 Shops are recognized on intranet	* Under 75% in any category results in training course for that category * Under 65% Total Score results in reshops	~ No
Company AK	80%	* Overall Score 100% * 100% Benchmark * 100% Closing Score	~ \$150 associate / \$100 Community Manager ~ \$50 ~ \$50	~ Newsletter Recognition ~ Certificate ~ Announced on Quarterly Awards call	* 1st failed shop - additional training, review, reshops in 30 days * 2nd failed shop - one on one training, review with RM, Action Plan * 3rd failed shop - responsible for the cost of the shop, written reprimand	~ No
Company AL	80%	* Shop score 90%-94% * Shop score 95%-99% * Shop score 100% * 100% on video shop	~ \$50 bonus ~ \$75 bonus ~ \$100 bonus ~ \$1000 bonus	~ None	* 1st shop score below 83% requires in person retrain * 2nd shop score below 83% requires write up given to HR for file * 3rd shop score below 83% results in termination (if 3 fails are withing 18 month period)	~ Yes, Subject to