

CUSTOMER CARE "WIN THE DAY"

Each Customer Care Representative is expected to earn "32 points" per day through the following activities:

- 1 point per inbound call or walk-in
- 3 points per appointment (IFR or 4R either in-person or via GNConnect)

9-10am	15 mins	15 mins	15 mins	15 mins
10-11am	15 mins	15 mins	15 mins	15 mins
11am-12pm	15 mins	15 mins	15 mins	15 mins
12-1pm	15 mins	15 mins	15 mins	15 mins
1-2pm	15 mins	15 mins	15 mins	15 mins
2-3pm	15 mins	15 mins	15 mins	15 mins
3-4pm	15 mins	15 mins	15 mins	15 mins
4-5pm	15 mins	15 mins	15 mins	15 mins