

New compensation structure and customer service standards

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The management team of the Aggresshop retail outlets is working to redesign the compensation structure particularly for our sales associates. We highly appreciate the assistance you have accorded us during the past months specifically to the store managers and the associates contacted during this process. As of now, the management is preparing to communicate the newly restructured rules. I, therefore, anticipate dissatisfaction by some of our sales associates about the reviews. The most important issue is that we concentrate on the mission and customers maintenance as well as protecting our financial stability.

What are the reasons for the change?

The reason for changing the management structure is clear, but I would like the review to relay constant messages to our sale associates throughout all our retail outlets. The change increased because of negative feedbacks on Aggresshop customer blog and the hefty compensation payouts.

What is the structure of the new compensation?

The new commission plan is to comply with the organization standards eliminating the whole Compensation bonus plan. Since we still need our sales associates to contact our customers we have decided to maintain the commission- based compensation to increase our sales.

What is the new customer service standard?

The suggestion by most of the customers was to improve the how we expected our sales associates to relate to our clients in addition to the new commission plans. We should create awareness to the whole country to treat customers correctly.

How can we articulate the changes?

It is challenging to communicate these issues to our associates because we can lose some of our principal allies. However, the company cannot afford to maintain the compensation structure that spoils our image and conflicts with our company missions and goals.

I humbly pass my sincere regards to the kind of support you have offered and inform us if there is a way to communicate these messages to our associates, looking forward to hearing your feedback.