

## Justin Bieber Purpose World Tour: March 18<sup>th</sup> Sales Support Contest

- × **Who:** Sales Support Austin and San Francisco Teams
- × **When:** Beginning February 25, 2016 ending March 4<sup>th</sup>, 2016
- × **What:** Sales Support Team Members who achieve and exceed specified KPIs will be awarded “RF Bucks” which can be redeemed for a ticket to see Justin Bieber at the Oracle Arena in Oakland, CA on March 18<sup>th</sup>, 2016. Maximum earning potential is \$330 RF Bucks without Bonus Opportunity.

### DETAILS:

#### RF Bucks Definition:

RF Bucks will have 3 denominations:

- 1) TM Value = \$20
- 2) LB Value = \$15
- 3) Bonus Buck Value = \$5

#### Dates of Opportunity:

Contest starts Friday, February 26, 2016 and ends Friday, March 4<sup>th</sup>, 2016

#### Performance Categories:

Sales Support Coordinators

- Average of 14 Touches Per Hour During Contest Dates
- Daily Schedule Adherence of 90% or Higher
- Zero Callouts During Contest Dates

Team Leads

- Average of 10 Touches Per Hour During Contest Dates
- Daily Schedule adherence of 85% or Higher
- Zero Callouts During Contest Dates

E-Mail Coordinators

- Average of 17 Touches Per Hour During Contest Dates
- Daily Schedule Adherence of 90% or Higher
- Zero Callouts During Contest Dates

Admin & Return Coordinators

- Maintain Daily SLA's for Designated Tasks During Contest Dates
- Zero Callouts During Contest Dates
- Contribute to Phone OI & General Queues for 1 HR Per Day During Contest Dates
- At Least a four(4) Hour Commitment During February Month End

Supervisors

- Team Average of 14 Touches Per Hour During Contest Dates
- Team Daily Schedule Adherence of 90% or higher
- Zero Tam Callouts During Contest Dates
- Contribute to Phone OI, General, Elite & CA for 1 HR Per Day During Contest Dates

#### What's The Payout?

Daily Touches Per Hour = \$20 (TM Value)

Daily Schedule Adherence = \$20(TM Value)

Daily Attendance = \$15 (LB Value)

Bonus Opportunity = \$5

- ✓ Shout-Out Letters/e-mails from Consultants
- ✓ Volunteer for Extra Hours if Available

✓ Demonstrate True Color Values