



**Happy New Year  
2016**



**Review of statistics 2015**

**New Rota 2016**

**Computer & telephone systems**



**How have customers requirements changed?**

**Not as loyal as before?**

**Not concerned if our time is wasted?**

**Buy cheaper options elsewhere  
without consultation?**



# Ways to minimise workloads

**Standard format for estimates quoting basic prices plus options and upgrades**

**New cost sheets to be used by all branches  
All other forms are then automated**



## **Changes to Fitting Reservations & Cancellations**

**Minimum Notice 5 working days without cancellation charges**

**Deposit Required before measuring if fitting reservation is less than 7 days away**

**Fitters arrival times not as specific**

**1st call 8am - 10am**

**Before 1pm - After 1 pm**



# Marketing Changes

**Monthly or bi monthly promotions  
with supporting posters**

**Review of stock ranges & pricing**

**Promotional prices ONLY VALID for month of  
promotion plus 7 days for estimate acceptance**



# Overall Marketing Changes

**New prices for designers & supply only orders**

**Product pricing as per database or sample programme price list - Applies to cuts & rolls**

**Payments in full before delivery  
for non account customers**



# **Standardising branch displays**

**Making it easier for mobile staff**

**All bespoke carpets to be  
de branded**

**Wood & LVT to be sold using  
brand names & brochures**



# **Review of products on display**

**New tombolas in store**

**Bespoke & stock rugs with  
promotional & designer discounts**