

Sales & Service Incentive Scheme

Consumer Electronics & Appliances

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Designs an incentive scheme from discrete components — product sales, but weighted toward attach/accessories, extended warranty and finance penetration, and (for service) TAT/quality/honesty — so staff drive the high-margin mix and honest service, not just box volume or dishonest upselling. Use it to motivate the team. For the employment terms use the Employee Agreement.

Purpose of this tool & output

Reward the profitable mix, not just sales

How the output is used

Use it to reward the profitable mix, not just sales — an incentive scheme that pays for attach, finance and margin, not raw volume.

Important cautions

Weight sales incentives toward attach/EW/finance (the real margin) with anti-mis-selling guardrails, and NEVER incentivise technicians on parts-replaced or upsell (it drives dishonest over-servicing) — reward service TAT, quality and honesty instead.

Companion documents

- Sales & Service Staff Hiring Kit
- Product & Service Training
- HR Policy Handbook
- Staff Retention
- Attendance & Payroll System

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.