

# Service Department Monthly Productivity and Compensation Analysis

## Central City Imports - *After* Re-Organization



**GH&A**

Garry House &  
Associates Co.

Department Manager	
17	Productive Employees
7.00%	Compensation %
\$11,495	Compensation Amount

Service Sales Manager	
4.00%	Compensation %
\$6,569	Compensation Amount

Advisor 1	
350	Customers Per Month
16.7	Customers Per Day
1.79	Hours Per Customer
625	C-P & War. Hours
200	Internal Hours
825	Total Hours
\$59,063	C-P & War. Labor Sales
\$15,000	Internal Labor Sales
\$74,063	Total Labor Sales
\$54,436	Total Labor Gross
11.00%	Advisor Comp. %
\$5,988	Advisor Comp. Amount

Advisor 2	
290	Customers Per Month
13.8	Customers Per Day
1.98	Hours Per Customer
575	C-P & War. Hours
125	Internal Hours
700	Total Hours
\$54,338	C-P & War. Labor Sales
\$9,375	Internal Labor Sales
\$63,713	Total Labor Sales
\$46,829	Total Labor Gross
11.00%	Advisor Comp. %
\$5,151	Advisor Comp. Amount

Advisor 3	
260	Customers Per Month
12.4	Customers Per Day
2.02	Hours Per Customer
525	C-P & War. Hours
125	Internal Hours
650	Total Hours
\$49,613	C-P & War. Labor Sales
\$9,375	Internal Labor Sales
\$58,988	Total Labor Sales
\$43,356	Total Labor Gross
11.00%	Advisor Comp. %
\$4,769	Advisor Comp. Amount

Advisor 4 (Express)	
450	Customers Per Month
21.4	Customers Per Day
0.70	Hours Per Customer
315	Express Labor Hours
150	Internal Hours
465	Total Hours
\$18,900	Express Labor Sales
\$11,250	Internal Labor Sales
\$30,150	Total Labor Sales
\$19,598	Total Labor Gross
20.00%	Advisor Comp. %
\$3,920	Advisor Comp. Amount

Group 1 (4 Techs)	
825	Group Hours
206.3	Hours Per Tech.
26.50%	Tech. COS %
\$4,907	Avg. Tech. Comp.

Group 2 (3 Techs)	
700	Group Hours
233.3	Hours Per Tech.
26.50%	Tech. COS %
\$5,628	Avg. Tech. Comp.

Group 3 (3 Techs)	
650	Group Hours
216.7	Hours Per Tech.
26.50%	Tech. COS %
\$5,211	Avg. Tech. Comp.

Team 4 (3 Techs)	
465	Group Hours
155.0	Hours Per Tech.
35.00%	Tech. COS %
\$3,518	Avg. Tech. Comp.

Chart 3 - Case Study - Central City Imports