



Proposed Organizational Plan

Increase Quality of Service to Clients through the Sales Support Team, Resulting in an Increase in Profit to the CF Group

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Company Mission:

To provide print management products and solutions which assist our clients in achieving their goals in a cost effective manner while exceeding their expectations for quality and service.

Sales Support Team Goals

- **Telephone Response (Never have a customer wait longer than they expect for a response)**
 - All members of the team to assist clients on 1st call by offering help on:
 - Status of the job
 - Date job shipped
 - Quotation – Specs
 - Placing an order
 - Question on an invoice
- **Increase proof accuracy**
- **Decrease quote turnaround time**
- **Offer better ways of Assisting the Sales People and offer ideas to client**
- **Ability to meet promised scheduled ship date**
- **Knowledge of website**