

Teller Targets



How many Gems does it take to delight a customer?

A controversial aspect of the new Teller targets is the number of sales referrals required to achieve an Effective performance rating.

To achieve an Effective rating, Tellers who have completed the Local Gems 'Delighting Customers' training must achieve 2* referrals a day. Tellers who have not completed the training have a target of 1* referral per day. (*Pro rata for part-time employees.)

Under the Westpac Group Enterprise Agreement targets must be fairly and equitably set.

The FSU is seeking feedback from Tellers in order to ensure that their targets are fairly and equitably set.

FAXBACK ON 1300 307 943

1. **Do you believe that a sales referral target of 2 per day is fair?** Yes No
If No, why? _____
2. **Is it reasonable that Tellers who have completed the training have a higher target?** Yes No
3. **Have you completed the Local Gems Training?** Yes No
If Yes,
 - a) Do you believe the training gave you additional skills that justify the increase in the referrals target? Yes No
 - b) Were you advised before the Local Gems training that your referral targets would be increased? Yes No
4. **Do you have any other comments on the new Teller targets and scorecard?**

Personal Details (will be kept strictly confidential)

Name: _____
 Role: _____
 Location: _____
 Email: _____

Remember Faxback to 1300 307 943 by 12th November 2010.