

Driving Sales Performance

Client: National Pawn Shop Chain

Platform Name: Rock Star Rewards

Challenge

A major retailer in the Dallas/Fort Worth area, one of the largest pawn shop chains in the country, believes in helping “ordinary people meet their needs and pursue their dreams.” Through their core values this belief extends to their own employee population. Although the client has a strong recognition culture, leadership wanted to find a way to drive sales associate performance across the company. The challenge was finding an integrated way to track sales activity within the scope of the recognition platform and gain a comprehensive picture of the data over time.

Solution

Inspirus created a platform to integrate daily sales reports into the user friendly, scalable Rock Star Rewards recognition platform. The reports reflect sales from the previous day and are available immediately when managers access the platform. The new platform provides immediate individual or team recognition, color coded “at-a-glance” highlights of performance trends by location and employee, easily identifiable coaching opportunities and report download capabilities that support conversations with operational sales leaders.

Results

By creating a platform that provided the tools to directly monitor sales activity, the organization was able to directly improve performance. Almost instantly, sales within the organization increased an average of 89% in just 90 days and participation within the program increased by 75%. As a result, we were able to positively impact and unify an entire workforce through an integrated recognition platform. Not only has this benefitted each individual salesperson, but has also our clients’ shareholders.

About Inspirus

Inspirus believes employees make up the foundation of culture, which is shaped and evolved through everyday experiences that are essential to the development of strong, high-performing organizations. We seek to influence the employee experience through our six Quality of Life dimensions: recognition, health and well-being, personal growth, physical environment, social interaction, and ease and efficiency.

Only Inspirus combines an integrated rewards engine, learning courses, communication tools and analytics into a single global platform spanning recognition, well-being, safety, milestone awards and community involvement. Through Sodexo’s broader mission of improving the Quality of Life for all we serve, Inspirus aims to [bring joy to work](#), one experience at a time.

Visit inspirus.com for more information.

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