

FIELD SALES TIME STUDY

%'s Based on an Approximate 50 Hour Week

	<u>Unit Sales</u>	<u>CSR</u>	<u>1991 Dartnell Study</u>
Face to Face Selling	26% (13 hrs.)	21% (10.5 hrs.)	26% (13 hrs.)
Telephone Selling	12% (6 hrs.)	10% (5 hrs.)	20% (10 hrs.)
Selling Time Sub- Total	38% (19 hrs.)	31% (15.5 hrs.)	46% (23 hrs.)
Travel & Wait Time	23% (11.5 hrs.)	27% (13.5 hrs.)	20% (10 hrs.)
Administrative	35% (17.5 hrs.)	29% (14.5 hrs.)	10% (10 hrs.)
Service & Other	4% (2 hrs.)	3% (1.5 hrs.)	14% (6 hrs.)