

A Successful Store Controls Expense

By Getting "Value Received" from Salaries

Letter Number 26

A SUCCESSFUL organization is a *busy* organization. Every member of it is working at top speed at some task which he knows is important and essential. Nothing is more harmful to discipline and morale than useless effort or poorly directed work. Each person should feel that he is being definitely supervised and his work is being judged.

This kind of organization accomplishes more with less effort or friction than one where direction is more or less "hit or miss." Each person has his own important duties to perform and his own responsibilities and he knows he will be checked up. The result is the product of individual good work, multiplied by the number of members.

But what has all this to do with salary expense? *It is the whole secret of control.* Better work, higher wages, fewer employes. Customers served faster and more efficiently. Stockroom always in shape. Counters neat and orderly. A smaller number of capable, alert, eager salesladies, always on the job, happy in their work, proud of their jobs, will run a better store, give better service to the customers and save you money.

