Description

Title of Invention: SALES COMMISSION INFORMATION MANAGEMENT DEVICE

Technical Field

[0001] The present invention relates to a sales commission information management device.

Background Art

[0002] In recent years, beauty parlors and barber shops (hereinafter collectively referred to as hairdressing salons) have made efforts to provide high quality customer services, such as by offering counseling to customers before carrying out hairdressing services by beauticians and barbers (hereinafter collectively referred to as hairdressers). Patent Literature 1 discloses a hairdresser supporting system for storing processes of technical services so that hairdressers can check the technical services for each process, thereby improving technical skills of each hairdresser and providing high quality customer services.

Citation List

Patent Literature

[0003] Patent Literature 1: Japanese Patent Application Laid-Open No. 2015-225367

Summary of Invention

Technical Problem

[0004] However, when the hairdressers do not desire to improve customer care skills and technical skills, improvements in customer care skills and technical skills of the hairdressers cannot be achieved even if such a hairdresser supporting system is used, and it is difficult to provide high quality customer services.

[0005] Therefore, an object of the present invention is to propose a sales commission information management device that encourages hairdressers to improve customer care skills and technical skills and provides high quality customer services.

Solution to Problem

[0006] In order to solve such a problem, a sales commission information management device includes: a database configured to store hairdresser information indicating job performance of hairdressers who carried out hairdressing services on customers; an information acquiring unit configured to acquire, via a network, purchase information including: information concerning purchase of a product by a customer who is one of the customers; and information concerning the customer obtained by a shop selling the product; a hairdresser-in-charge specifying unit configured to specify, among the

hairdressers, a hairdresser who carried out the hairdressing services on the customer who purchased the product, based on the purchase information and the hairdresser information; and a sales-commission-rate determining unit configured to determine, based on the job performance of the hairdresser specified by the hairdresser-in-charge specifying unit, a sales commission rate for providing the hairdresser with a specified percentage of a price of the product paid by the customer.

Advantageous Effects of Invention

[0007] According to the present invention, the hairdressers can obtain high sales commission rates according to the job performance. Therefore, it is possible to encourage the hairdressers to improve customer care skills and technical skills. Consequently, the present invention makes it possible to encourage the hairdressers to improve customer care skills and technical skills, thereby providing high quality customer services.

Brief Description of the Drawings

[0008] FIG. 1 is a schematic diagram illustrating an overall configuration of a sales commission system according to the present invention.

FIG. 2 is a block diagram illustrating a circuit configuration of a sales commission information management device.

FIG. 3 is a schematic diagram illustrating the configuration of hairdresser information.

FIG. 4 is a schematic diagram illustrating the configuration of purchase information.

FIG. 5 is a schematic diagram illustrating the configuration of sales commission rate definition information.

FIG. 6 is a flowchart illustrating a sales commission rate determination processing procedure.

FIG. 7 is a block diagram illustrating a circuit configuration (1) of a sales commission information management device according to another embodiment.

FIG. 8 is a block diagram illustrating a circuit configuration (2) of a sales commission information management device according to another embodiment.

Description of Embodiments

[0009] Embodiments of the present invention are explained in detail below with reference to the drawings.

(1) Overview of a sales commission system

As shown in FIG. 1, a sales commission system 1 has a configuration in which salon terminals 2 respectively provided in hairdressing salons, a shopping server 3 that operates a shopping site, and a sales commission

information management device 4 that collectively manages various kinds of information are mutually connected via a network 7 such as the Internet. In the sales commission system 1, customer terminals 5a, 5b, 5c, ... owned by customers and the shopping server 3 are connected via the network 7. The shopping server 3 provides various services to the customer terminals 5a, 5b, 5c, ...

[0010] In the sales commission system 1, for example, customers, for whom hairdressing was performed in a hairdressing salon, can access the shopping server 3 from the customer terminals 5a, 5b, 5c, ... and purchase products via the shopping site provided by the shopping server 3. In the sales commission system 1, when a customer purchases a product via the shopping site provided by the shopping server 3, a specified percentage of a price of the product will be given to a hairdresser in charge who carried out hairdressing services on the customer. In this case, a sales commission rate for the hairdresser is determined by the sales commission information management device 4. The sales commission system 1 is explained below focusing on a sales commission rate determining method for determining a sales commission rate. Actually, a plurality of salon terminals 2 are provided. However, since all the salon terminals 2 provided in salons have the same configuration, the following explanation focuses on only one salon terminal 2.

[0011] The salon terminal 2 is, for example, a personal computer and includes an input unit 11 that inputs various kinds of information and a display unit 12 that displays the information. Information concerning job performance of hairdressers registered in the shop and information concerning customers who visited the salon are input to the salon terminal 2 by the input unit 11 and stored in a salon database 15. Besides personal information such as names and addresses of customers, in-charge information indicating hairdressers who carried out hairdressing services on customers, and service content information indicating what kinds of technical services (hairdressing) were performed on the customers by the hairdressers are input as the information concerning customers to the salon terminal 2 by the input unit 11 and stored in the salon database 15.

[0012] Hairdresser information (explained below) indicating, for each of the hairdressers registered in the shop, job performance of the hairdressers is input to the salon terminal 2 by the input unit 11 and stored in the salon database 15. The job performance of the hairdresser indicate, for example, a rank given to the hairdresser according to technical skills, an evaluation of the hairdresser determined by customers based on customer care skills, technical skills, and the like of the hairdresser, and contributions or achievements achieved by hairdressing performed by the hairdresser

such as recommended products recommended by the hairdressers to customers who the hairdressers are in charge of. The salon terminal 2 delivers the information concerning customers and the hairdresser information from a salon-side-information delivering unit 13 to the sales commission information management device 4 via the network 7.

[0013] A sales-commission-result acquiring unit 14 of the salon terminal 2 receives, from the shopping server 3, a sales commission result indicating a sales commission amount to be given to a hairdresser from the shopping server 3, a product purchased by the customer in the shopping server, and the like. The sales commission result is stored in the salon database 15. The hairdressers can confirm, according to necessity, via the salon terminal 2, what kinds of products customers who the hairdressers were in charge of purchased in the shopping server 3, or how much the sales commissions the hairdressers received according to the purchase of the products.

[0014] The customer terminals 5a, 5b, 5c, ... are, for example, portable terminals such as smartphones owned by customers. The customer terminals 5a, 5b, 5c, ... can access the shopping server 3 via the network 7 based on a URL informed by hairdressers or the like in charge of the customers when the customers visit the salon. The shopping server 3, which is a shop for selling products,

causes, using a network sales unit 18, a customer to browse a shopping site for selling the products online via the customer terminal 5a, for example. When receiving purchase desire information for a predetermined product from the customer terminal 5a, the shopping server 3 executes payment processing concerning the product purchased by the customer using a payment processing unit 19. In this way, the shopping server 3 can execute a commercial transaction between the shopping server 3 and the customer terminal 5a of the customer.

[0015] The shopping server 3 stores, in a shopping-server-side database 24, purchase information indicating which customer purchased what kinds of products. The shopping server 3 delivers the purchase information from a purchase-information delivering unit (an information delivering unit) 20 to the sales commission information management device 4 via the network 7. Consequently, the sales commission information management device 4 can recognize, based on the purchase information serving as service information, a customer who purchased a product in the shopping server 3 and the product purchased by the customer. A sales-commission-information acquiring unit 21 of the shopping server 3 receives, via the network 7, the sales commission information sent from the sales commission information management device 4 and stores the sales commission information in the shopping-server-side database 24.

[0016] The sales commission information indicates a hairdresser to whom sales commission is given according to purchase of a product by a customer and a sales commission rate for the hairdresser. The payment processing unit 19 calculates, based on the sales commission rate indicated by the sales commission information, a sales commission amount to be given to the hairdresser from a price of the product paid by the customer. Thereafter, the shopping server 3 delivers, using a sales-commission-result delivering unit 23, via the network 7, the sales commission results indicating the hairdresser who will receive the sales commission amount, the customer who purchased the product, the product purchased by the customer, the sales commission amount and the like, to the salon terminal 2 of the salon where the hairdresser, who will receive the sales commission amount, works.

[0017] From the purchase information acquired from the shopping server 3 and the hairdresser information acquired from the salon terminal 2, the sales commission information management device 4 specifies the customer who purchased the product in the shopping server 3 and specifies the hairdresser in charge who carried out hairdressing services on the customer. In addition, the sales commission information management device 4 determines, based on job performance (contributions or achievements achieved by performed hairdressing; details

are explained below) of the hairdresser, a sales commission rate for the hairdresser in charge of the customer from an amount of money paid by the customer to the shopping server 3.

[0018] In the case of this embodiment, the sales commission information management device 4 delivers, to the shopping server 3, sales commission information that associates the sales commission rate determined by executing sales commission rate determination processing (explained below), customer identification information for identifying a customer who purchased a product, and hairdresser identification information for identifying a hairdresser in charge of the customer. Consequently, the shopping server 3 can calculate a sales commission amount to be given to the hairdresser based on the sales commission information.

[0019] (2) Detailed configuration of the sales commission information management device

The sales commission information management device 4 according to the present invention is explained. As shown in FIG. 2, the sales commission information management device 4 includes a control unit 25 having a microcomputer configuration including a CPU (Central Processing Unit), a RAM (Random Access Memory), and a ROM (Read Only memory) not shown in the figure. The sales commission information management device 4 has a configuration in which a database 26 in which various

kinds of information are stored, a hairdresser-in-charge specifying unit 27, an interface 28 connected to the network 7, and a sales-commission-rate determining unit 30 are connected to the control unit 25 via a bus B.

[0020] The control unit 25 is configured to be able to collectively control various functions in the sales commission information management device 4 by loading a basic program stored in the ROM in advance and various programs such as a sales commission rate determination processing program to the RAM and starting the programs and able to perform data communication between the control unit 25 and the salon terminal 2 and between the control unit 25 and the shopping server 3 respectively via the interface 28.

[0021] In the database 26, hairdresser information T1 shown in FIG. 3, purchase information T2 shown in FIG. 4, and sales commission rate definition information T3 shown in FIG. 5 are stored. The hairdresser information T1 shown in FIG. 3 is generated based on information sent from the salon terminal 2. Job performance (explained below) such as rank information is indicated for each of hairdressers. Actually, the hairdresser information T1 has a configuration in which rank information indicating ranks given to the hairdressers in the shop, cumulative chosen-hairdresser information, cumulative sales information, customer identification information indicating customers who the hairdressers were in charge

of, evaluation information indicating evaluations for the hairdressers by the customers, chosen-hairdresser information indicating whether the hairdressers were chosen by the customers, and recommended product information indicating products recommended to the customers by the hairdressers are associated with, as job performance of the hairdressers, hairdresser identification information for identifying the hairdressers.

[0022] The hairdresser identification information is peculiar IDs (in FIG. 3, for example, "A" and "B") given for each of the hairdressers in order to identify the hairdressers. The rank information indicates levels of technical skills of hairdressing services on customers by the hairdressers. Director is given to a hairdresser having the highest technical skills. Ranks of top stylist, stylist, art director, colorist, and assistant are sequentially given in descending order of technical skills. Such ranks are given by objectively evaluating, only in a hairdressing salon, technical skills and customer care skills that can be improved by carrying out hairdressing services on customers. The ranks can be treated as one of results (job performance) obtained as a result of performing services (hairdressing) of the hairdressers.

[0023] The cumulative chosen-hairdresser information indicates how many times each of the hairdressers is

chosen by customers in a predetermined period of time such as one month. The cumulative chosen-hairdresser information can be treated as one of job performance of the hairdressers. The cumulative sales information indicates a total amount (a cumulative sales amount) paid by customers who the hairdressers were in charge of when the customers purchased products in the shopping site of the shopping server 3 in a predetermined period of time such as one month. The cumulative sales information can be treated as one of job performance of the hairdressers. The customer identification information is peculiar IDs (in FIG. 3, for example, "α1", "α1", "α3", "β1", "β2", and "β3") given for each of customers in order to identify the customers. In this way, in the hairdresser information T1, since the customer identification information is associated with the hairdresser identification information, it is possible to specify which hairdresser carried on hairdressing services on which customer.

[0024] The evaluation information is an evaluation performed by a customer, for who hairdressing is performed by a hairdresser, for customer care skills and technical skills of the hairdresser. The evaluation information can be treated as one of job performance of the hairdresser. In the case of this embodiment, the latest evaluation performed by the customer for the hairdresser is indicated as the evaluation information.

However, the present invention is not limited to this. For example, an average of evaluations by the customer so far may be indicated as the evaluation information.

[0025] The chosen-hairdresser information can be an indicator indicating whether a customer is satisfied with hairdressing performed by a hairdresser. The chosen-hairdresser information can be treated as one of job performance of the hairdresser. The recommended product information indicates a product recommended to a customer by a hairdresser. The recommended product information can be an indicator that expresses sales skills and customer care skills of the hairdresser and can be treated as one of job performance of the hairdresser. Such hairdresser information T1 is generated based on information sent from the salon terminal 2. Content of the hairdresser information T1 is updated every time the information is received. The hairdresser information T1 is adapted to enable management of various kinds of information concerning customers, hairdressers, and job performance of the hairdressers.

[0026] In the purchase information T2 shown in FIG. 4, information concerning purchase of a product by a customer via the network 7 and information concerning the customer who purchased the product acquired in the shopping site of the shopping server 3 (a shop) are stored. Specifically, in the purchase information T2, customer identification information indicating a customer

who purchased a product in the shopping site operated by the shopping server 3 and purchased product information indicating the product purchased by the customer in the shopping site are stored in association with each other.

[0027] The control unit 25 of the sales commission information management device 4 receives the purchase information T2 from the shopping server 3 with the interface 28 (FIG. 2) functioning as an information acquiring unit and stores the purchase information T2 in the database 26. The hairdresser-in-charge specifying unit 27 specifies, using a collation circuit unit, based on the customer identification information in the purchase information T2 received from the shopping server 3, hairdresser identification information associated with the same customer identification information as the customer identification information from the hairdresser information T1 in the database 26. Consequently, the sales commission information management device 4 can specify a customer who purchased a product via the shopping server 3 and a hairdresser in charge of the customer.

[0028] Specifically, when receiving, for example, the purchase information T2 indicating customer identification information "α1" and purchased product information "a" from the shopping server 3, the sales commission information management device 4 retrieves the customer identification information "α1" from items of

the customer identification information of the hairdresser information T1 and specifies, with the hairdresser-in-charge specifying unit 27, hairdresser identification information "A" associated with the customer identification information "α1".

[0029] When the customer identification information "α1" of the customer who purchased the product and the hairdresser identification information "A" of the hairdresser in charge of the customer are associated based on the hairdresser information T1 and the purchase information T2, the sales-commission-rate determining unit 30 calculates a sales commission rate for the hairdresser identified by the hairdresser identification information "A". The sales commission rate definition information T3 shown in FIG. 5 is stored in the database 26 in advance and serves as a reference in determining a sales commission rate for a hairdresser. In this case, the sales-commission-rate determining unit 30 determines a sales commission rate with the sales commission rate definition information T3 from content of job performance of the hairdresser stored in the hairdresser information T1 shown in FIG. 3 and sets the sales commission rate as a sales commission rate for the hairdresser.

[0030] As shown in FIG. 5, the sales commission rate definition information T3 defines, as items for specifying a sales commission rate, an item of "product sale recommended to customer", an item of "product sale

to customer who chooses hairdresser", an item of "product sale to free customer", an item of "sales commission rate by rank", an item of "sales commission rate by cumulative sales result", an item of "sales commission rate by evaluation", and an item of "sales commission rate by cumulative number".

[0031] The item of "product sale recommended to customer" specifies a sales commission rate when the recommended product information of the hairdresser information T1 and the purchased product information of the purchase information T2 coincide with each other. Consequently, with the sales commission rate definition information T3, it is possible to encourage, for the purpose of obtaining a high sales commission rate, the hairdresser to improve customer care skills and sales skills to recommend a product to a customer and ask the customer to purchase the recommended product.

[0032] The item of "product sale to customer who chooses hairdresser" specifies a sales commission rate for a hairdresser when a customer who purchased a product chose the hairdresser. The item of "product sale to free customer" specifies a sales commission rate for a hairdresser when a customer who purchased a product did not choose the hairdresser. The sales commission rate specified by the item of "product sale to customer who chooses hairdresser" is set to be higher than the sales commission rate specified by the item of "product sale to

free customer". Consequently, with the sales commission rate definition information T3, it is possible to encourage the hairdresser to improve customer care skills and technical skills, hoping to be chosen by customers for the purpose of obtaining a high sales commission rate.

[0033] The item of "sales commission rate by rank" specifies a sales commission rate according to a rank of a hairdresser. Ranks of director, top stylist, stylist, art director, colorist, and assistant are set in descending order of technical skills. The sales commission rate is set higher as the rank is higher. Consequently, with the sales commission rate definition information T3, it is possible to encourage the hairdresser to improve customer care skills and technical skills aiming at a higher rank for the purpose of obtaining a high sales commission rate.

[0034] The item of "sales commission rate by cumulative sales result" specifies a sales commission rate according to a total amount (a cumulative sales amount) paid when purchasing products in the shopping site in a predetermined period of time by customers who a hairdresser was in charge of. The cumulative sales amount is classified into a plurality of stages (five stages). The sales commission rate is set higher as the cumulative sales amount is higher. Consequently, with the sales commission rate definition information T3, it is possible to encourage, for the purpose of obtaining a

high sales commission rate, the hairdresser to improve customer care skills and sales skills to recommend a product to a customer and ask the customer to purchase the recommended product.

[0035] The item of "sales commission rate by evaluation" specifies a sales commission rate according to an evaluation of a hairdresser made by a customer. The evaluation by the customer is classified into a plurality of stages (five stages). The sales commission rate is set higher as the evaluation is higher. Consequently, with the sales commission rate definition information T3, it is possible to encourage the hairdresser to improve customer care skills and technical skills aiming at a high evaluation made by the customer for the purpose of obtaining a high sales commission rate. In FIG. 5, the evaluation is classified into five stages of evaluations "1" to "5" according to the numbers of star marks. "5" indicates the highest evaluation by the customer. The sales commission rate becomes higher from the evaluation "1" to the evaluation "5".

[0036] The item of "sales commission rate by cumulative number" defines a sales commission rate according to a total number of times that a hairdresser is chosen by customers in a predetermined period of time. The total number is classified into a plurality of stages (two stages). The sales commission rate is set higher as the total number of times is larger. Consequently, with the

sales commission rate definition information T3, it is possible to encourage the hairdresser to improve customer care skills and technical skills, hoping to be chosen by customers for the purpose of obtaining a high sales commission rate.

[0037] In the following explanation, for example, it is assumed that a customer (having the customer identification information "α1"), who a hairdresser having the hairdresser identification information "A" was in charge of, purchased a product "a" in the shopping site. The sales-commission-rate determining unit 30 (FIG. 2) includes a recommendation-history reflecting unit 31, a rank reflecting unit 32, a chosen-hairdresser reflecting unit 33, an evaluation reflecting unit 34, a cumulative-chosen-hairdresser reflecting unit 35, a cumulative-sales reflecting unit 36, and an overall determination unit 37. In this embodiment, the sales-commission-rate determining unit 30 adds up, using the overall determination unit 37, sales commission rates respectively determined by the recommendation-history reflecting unit 31, the rank reflecting unit 32, the chosen-hairdresser reflecting unit 33, the evaluation reflecting unit 34, the cumulative-chosen-hairdresser reflecting unit 35, and the cumulative-sales reflecting unit 36, and determines the results of the addition as a final sales commission rate for the hairdresser.

[0038] When the hairdresser identification information "A" associated with the customer identification information "α1" is specified by the hairdresser-in-charge specifying unit 27, the recommendation-history reflecting unit 31 retrieves, using a product retrieval circuit on the inside, out of the hairdresser information T1, recommended product information associated with both of the hairdresser identification information "A" and the customer identification information "α1". Consequently, the recommendation-history reflecting unit 31 can specify what kinds of products the hairdresser having the hairdresser identification information "A" recommended to the customer having the customer identification information "α1". As a result, as shown in FIG. 3, the recommendation-history reflecting unit 31 specifies products "a" and "b" as the recommended product information.

[0039] In FIG. 3, two circles are shown as chosen-hairdresser information associated with the customer identification information "α1". This indicates that the customer specified by the customer identification information "α1" visited the salon twice and chose the same hairdresser twice. In recommended product information associated with the customer identification information "α1", the products "a" and "b" are associated with a chosen-hairdresser information field indicating the first visit. On the other hand, "-" is associated

with a chosen-hairdresser information field indicating the second visit. This indicates that the hairdresser having the hairdresser identification information "A" recommended the products "a" and "b" to the customer at the first visit and did not recommend any product to the customer at the second visit.

[0040] The recommendation-history reflecting unit 31 retrieves, with the product retrieval circuit, product purchase information associated with the customer identification information "α1" out of the purchase information T2. The recommendation-history reflecting unit 31 determines, using a product comparison circuit, whether the product purchase information associated with the customer identification information "α1" in the purchase information T2 and the recommended product information associated with the hairdresser identification information "A" and the customer identification information "α1" in the hairdresser information T1 coincide with each other.

[0041] In this case, the products "a" and "b" are stored in the product purchase information associated with the customer identification information "α1". On the other hand, the products "a" and "b" are stored in recommended product information associated with both of the hairdresser identification information "A" and the customer identification information "α1". Therefore, the recommendation-history reflecting unit 31 determines,

using the product comparison circuit, that the products "a" and "b" coincide with each other. The recommendation-history reflecting unit 31 recognizes that the products "a" and "b" are target products for which sales commission will be given to the hairdresser, and determines, using a sales commission rate readout circuit on the inside, as a sales commission rate for the hairdresser, a sales commission rate (1.0%) defined in the item of "product sale recommended to customer" of the sales commission rate definition information T3. The recommendation-history reflecting unit 31 delivers a result of the determined sales commission rate to the overall determination unit 37.

[0042] Further, the rank reflecting unit 32 specifies, using a rank retrieval circuit on the inside, a rank of the hairdresser ("director") from rank information associated with the hairdresser identification information "A" in the hairdresser information T1. The rank reflecting unit 32 retrieves, using a sales commission readout circuit on the inside, a pertinent rank "director" from the item of "sales commission rate by rank" of the sales commission rate definition information T3. Consequently, the rank reflecting unit 32 determines, with the sales commission rate readout circuit, as a sales commission rate for the hairdresser, a sales commission rate (3.0%) of the same rank "director" as the rank associated with the hairdresser

identification information "A" in the rank information. The rank reflecting unit 32 delivers a result of the determined sales commission rate to the overall determination unit 37.

[0043]The chosen-hairdresser reflecting unit 33 confirms, using a chosen-hairdresser retrieval circuit on the inside, contents of chosen-hairdresser information associated with both of the hairdresser identification information "A" and the customer identification information "α1" in the hairdresser information T1 and determines whether the hairdresser is chosen by the customer. In this case, for example, the chosen-hairdresser reflecting unit 33 may determine whether the hairdresser is chosen by the customer using the chosen-hairdresser information, based only on whether the customer chose the hairdresser at the last visit.

[0044] In the hairdresser information T1 shown in FIG. 3, the circle indicating that a hairdresser is chosen by a customer is depicted in a chosen-hairdresser information field in which the products "a" and "b", which are basis for determining a sales commission rate, are associated as recommended product information, among the chosen-hairdresser information associated with both of the hairdresser identification information "A" and the customer identification information "α1". Consequently, the chosen-hairdresser reflecting unit 33 determines, using a sales commission rate readout circuit on the

inside, as a sales commission rate for the hairdresser, a sales commission rate (2.0%) defined in the item of "product sale to customer who chooses hairdresser" of the sales commission rate definition information T3.

[0045] When the chosen-hairdresser retrieval circuit determines the fact that the hairdresser is chosen by the customer is not indicated by chosen-hairdresser information (See x-mark in FIG. 3, for example), the chosen-hairdresser reflecting unit 33 determines, using a sales commission rate readout circuit, as a sales commission rate for the hairdresser, a sales commission rate (0.5%) defined in the item of "product sale to free customer" of the sales commission rate definition information T3. The chosen-hairdresser reflecting unit 33 delivers a result of the determined sales commission rate to the overall determination unit 37.

[0046] The evaluation reflecting unit 34 specifies, using an evaluation retrieval circuit on the inside, an evaluation of the hairdresser by the customer from evaluation information associated with both of the hairdresser identification information "A" and the customer identification information "α1" in the hairdresser information T1. In the hairdresser information T1 shown in FIG. 3, the best evaluation "5" is associated as the evaluation information associated with the hairdresser identification information "A" and the customer identification information "α1". The

evaluation reflecting unit 34 retrieves, using a sales commission rate readout circuit on the inside, a pertinent evaluation "5" from the item of "sales commission rate by evaluation" of the sales commission rate definition information T3 and determines, as a sales commission rate for the hairdresser, a sales commission rate (3.0%) defined in the evaluation "5". The evaluation reflecting unit 34 delivers a result of the determined sales commission rate to the overall determination unit 37.

[0047] The cumulative-chosen-hairdresser reflecting unit 35 specifies, using a cumulative number retrieval circuit on the inside, a cumulative number of times that the hairdresser has been chosen, from the cumulative chosen-hairdresser information associated with the hairdresser identification information "A" in the hairdresser information T1. In this case, since the cumulative number of times of the hairdresser identification information "A" is "thirty times" (FIG. 3), the cumulative-chosen-hairdresser reflecting unit 35 determines, using a sales commission rate readout circuit on the inside, as a sales commission rate for the hairdresser, a sales commission rate (3.0%) defined in the cumulative number of times "twenty or more" from the item of "sales commission rate by cumulative number" of the sales commission rate definition information T3. The cumulative-chosen-hairdresser reflecting unit 35 delivers

a result of the determined sales commission rate to the overall determination unit 37.

[0048] The cumulative-sales reflecting unit 36 specifies, using a cumulative sales retrieval circuit on the inside, a cumulative sales amount of the hairdresser from the cumulative sales information associated with the hairdresser information "A" in the hairdresser information T1. In this case, since a cumulative sales amount of the hairdresser identification information "A" is "1.5 million", the cumulative-sales reflecting unit 36 determines, using a sales commission rate readout circuit on the inside, as a sales commission rate for the hairdresser, a sales commission rate (3.0%) defined in a pertinent cumulative sales amount "1.5 million yen or more" from the item of "sales commission rate by cumulative sales result" of the sales commission rate definition information T3. The cumulative-sales reflecting unit 36 delivers a result of the determined sales commission rate to the overall determination unit 37.

[0049] The overall determination unit 37 adds up, using an addition circuit on the inside, the sales commission rates respectively received from the recommendation-history reflecting unit 31, the rank reflecting unit 32, the chosen-hairdresser reflecting unit 33, the evaluation reflecting unit 34, the cumulative-chosen-hairdresser reflecting unit 35, and the cumulative-sales reflecting

unit 36, and determines a final sales commission rate for the hairdresser having the hairdresser identification information "A".

[0050] The sales commission information management device 4 delivers, as sales commission information, the hairdresser identification information indicating the hairdresser who will get the sales commission, the final sales commission rate for the hairdresser calculated in the sales-commission-rate determining unit 30, and the like from the interface 28 to the shopping server 3 via the network 7. Consequently, the shopping server 3 calculates, based on the sales commission rate in the sales commission information, a sales commission amount from a price of the product paid by the customer, and executes payment processing of the sales commission amount for the hairdresser specified by the sales commission information.

[0051] (3) Sales commission rate determination processing

An example of a sales commission rate determination processing procedure in the sales commission information management device 4 is shown in FIG. 6 as a flowchart. As shown in FIG. 6, when receiving the purchase information T2 from the shopping server 3, the control unit 25 of the sales commission information management device 4 starts sales commission rate determination processing and shifts from start step RT1 to step SP1. In step SP1, the hairdresser-in-charge specifying unit 27

specifies, based on customer identification information of the received purchase information T2, from the hairdresser information T1, hairdresser identification information associated with the customer identification information and proceeds to the next step SP2. In step SP1, the hairdresser-in-charge specifying unit 27 can specify, based on the customer identification information, a hairdresser in charge of a customer from the hairdresser information T1.

[0052] In step SP2, the rank reflecting unit 32 of the sales-commission-rate determining unit 30 specifies, from the hairdresser information T1, rank information associated with the hairdresser identification information specified in step SP1 and thereafter specifies, based on the sales commission rate definition information T3, a sales commission rate (a sales commission rate by rank) of the rank information and proceeds to the next step SP3. In step SP3, the evaluation reflecting unit 34 of the sales-commission-rate determining unit 30 specifies, from the hairdresser information T1, evaluation information associated with the hairdresser identification information specified in step SP1 and thereafter specifies, based on the sales commission rate definition information T3, a sales commission rate (a sales commission rate by evaluation) of the evaluation information. The overall determination unit 37 of the sales-commission-rate determining unit 30

adds the sales commission rate specified by the evaluation reflecting unit 34 to the sales commission rate specified in step SP2 and proceeds to the next step SP4.

[0053] In step SP4, the recommendation-history reflecting unit 31 of the sales-commission-rate determining unit 30 determines whether purchased product information associated with the customer identification information in the purchase information T2 and recommended product information in the hairdresser information T1 associated with both of the hairdresser identification information specified in step SP1 and the customer identification information coincide with each other. When an affirmative result is obtained in step SP4, this indicates that the purchased product information and the recommended product information coincide with each other, that is, the purchased product of the customer is a product recommended to the customer by the hairdresser. At this time, the recommendation-history reflecting unit 31 proceeds to the next step SP5.

[0054] In step SP5, the recommendation-history reflecting unit 31 specifies, based on the sales commission rate definition information T3, a sales commission rate when the recommended product is purchased. The overall determination unit 37 adds the sales commission rate specified by the recommendation-history reflecting unit 31 to the sales commission rate specified in step SP2 and

proceeds to the next step SP6. On the other hand, when a negative result is obtained in step SP4, this indicates that the purchased product information and the recommended product information do not coincide with each other, that is, the purchased product of the customer is not the product recommended by the hairdresser. At this time, the recommendation-history reflecting unit 31 proceeds to the next step SP6 without adding a sales commission rate anew.

[0055] In step SP6, the chosen-hairdresser reflecting unit 33 of the sales-commission-rate determining unit 30 confirms chosen-hairdresser information of the hairdresser information T1 associated with customer identification information with which the hairdresser identification information is specified in step SP1 and the hairdresser identification information specified by the customer identification information and determines whether the customer specified by the customer identification information chose the hairdresser. When an affirmative result is obtained in step SP6, this indicates that the customer chose the hairdresser. At this time, the chosen-hairdresser reflecting unit 33 proceeds to the next step SP7.

[0056] In step SP7, the chosen-hairdresser reflecting unit 33 specifies, based on the sales commission rate definition information T3, a sales commission rate when the customer chose the hairdresser. The overall

determination unit 37 adds the sales commission rate specified by the chosen-hairdresser reflecting unit 33 to the sales commission rate specified in step SP2 and proceeds to the next step SP9. On the other hand, when a negative result is obtained in step SP6, this indicates that the customer is a free customer. At this time, the chosen-hairdresser reflecting unit 33 proceeds to the next step SP8. In step SP8, the chosen-hairdresser reflecting unit 33 specifies, based on the sales commission rate definition information T3, a sales commission rate when the customer is the free customer. The overall determination unit 37 adds the sales commission rate specified by the chosen-hairdresser reflecting unit 33 to the sales commission rate specified in step SP2 and proceeds to the next step SP9.

[0057] In step SP9, the cumulative-sales reflecting unit 36 of the sales-commission-rate determining unit 30 specifies, from the hairdresser information T1, cumulative sales information associated with the hairdresser identification information specified in step SP1 and thereafter determines whether a cumulative sales amount of the cumulative sales information is equal to or larger than a predetermined value. When an affirmative result is obtained in step SP9, this indicates that sales skills of the hairdresser are high and the cumulative sales amount of the hairdresser is equal to or larger than the predetermined value. At this time, the

cumulative-sales reflecting unit 36 proceeds to the next step SP10. In step SP10, the cumulative-sales reflecting unit 36 specifies, based on the sales commission rate definition information T3, a sales commission rate corresponding to the cumulative sales amount of the hairdresser. The overall determination unit 37 adds the sales commission rate specified by the cumulative-sales reflecting unit 36 to the sales commission rate specified in step SP2 and proceeds to the next step SP11.

[0058] On the other hand, when a negative result is obtained in step SP9, that is, the cumulative sales amount of the hairdresser has not reached the predetermined value, the cumulative-sales reflecting unit 36 proceeds to the next step SP11 without adding another sales commission rate. In step SP11, the cumulative-chosen-hairdresser reflecting unit 35 of the sales-commission-rate determining unit 30 specifies, from the hairdresser information T1, cumulative chosen-hairdresser information associated with the hairdresser identification information specified in step SP1, and thereafter determines whether the cumulative number of times that the hairdresser has been chosen, acquired from the cumulative chosen-hairdresser information, is equal to or larger than a predetermined value.

[0059] When an affirmative result is obtained in step SP11, this indicates that customer care skills and technical skills of the hairdresser are high and the

cumulative number of times that the hairdresser has been chosen is equal to or larger than the predetermined number. At this time, the cumulative-chosen-hairdresser reflecting unit 35 proceeds to the next step SP12. In step SP12, the cumulative-chosen-hairdresser reflecting unit 35 specifies, based on the sales commission rate definition information T3, a sales commission rate corresponding to the cumulative number of times that the hairdresser has been chosen. The overall determination unit 37 adds the sales commission rate specified by the cumulative-chosen-hairdresser reflecting unit 35 to the sales commission rate specified in step SP2, proceeds to the next step SP13, and ends the sales commission rate determination processing.

[0060] On the other hand, when a negative result is obtained in step SP11, this indicates that the cumulative number of times that the hairdresser has been chosen has not reached the predetermined number. At this time, the cumulative-sales reflecting unit 36 proceeds to the next step SP13 without adding a sales commission rate anew and ends the sales commission rate determination processing. When the sales commission rate determination processing ends, the sales-commission-rate determining unit 30 can determine, as a final sales commission rate of the hairdresser, an added-up result of the sales commission rates added up by the overall determination unit 37.

[0061] (4) Action and Effects

In the above configuration, the hairdresser-in-charge specifying unit 27 of the sales commission information management device 4 specifies a hairdresser who carried out hairdressing services on a customer who purchased a product, based on the hairdresser information T1 indicating job performance of hairdressers who carried out hairdressing services on customers and the purchase information T2 received from the shopping server 3. The sales-commission-rate determining unit 30 of the sales commission information management device 4 determines, based on job performance of the hairdresser specified by the hairdresser-in-charge specifying unit 27, a sales commission rate to give the hairdresser a specified percentage of a price of the product paid by the customer.

[0062] Consequently, with the sales commission information management device 4, the hairdressers can obtain high sales commission rates according the job performance. Therefore, it is possible to encourage the hairdressers to improve customer care skills and technical skills. In this way, with the sales commission information management device 4, it is possible to encourage the hairdressers to improve customer care skills and technical skills and provide high quality customer services.

[0063] In the sales commission information management device 4, when a customer purchases a product, a part of a payment amount of the customer is not only given to a

hairdresser in charge of the customer. But also, a sales commission rate is increased according to job performance accumulated so far (contributions and achievements achieved by performed hairdressing) such as a rank given according to customer care skills and technical skills of the hairdresser, an evaluation of the hairdresser by the customer, whether the hairdresser has been chosen by the customer, a cumulative sales amount, and a cumulative number of times that the hairdresser has been chosen. As a result, with the sales commission information management device 4, it is possible to not only encourage the hairdresser to improve product sales skills but also cause the hairdresser to have an intention of "desiring to personally actively improve customer care skills and technical skills" for the purpose of obtaining a high sales commission rate.

[0064] In particular, in the hairdressing industry, experienced customer care skills and technical skills of hairdressers are necessary in order to provide hairdressing satisfied by customers. Therefore, in order to improve these skills, it is most important for individual hairdressers to have an intention of desiring to actively improve customer care skills and technical skills while carrying out the hairdressing services rather than improvements in product sales skills of the hairdressers. Considering such peculiarities of the hairdressing industry, in the sales commission

information management device 4, a high sales commission rate is set according to job performance such as ranks given according to the customer care skills and technical skills of the hairdressers. As a result, the sales commission information management device 4 makes it possible to encourage the hairdressers to improve customer care skills and technical skills while carrying out the hairdressing services, which are completely different from the product sales skills of the hairdressers. It is therefore possible to provide high quality customer services.

[0065] In the sales commission information management device 4, the overall determination unit 37 adds up sales commission rates respectively determined by the recommendation-history reflecting unit 31, the rank reflecting unit 32, the chosen-hairdresser reflecting unit 33, the evaluation reflecting unit 34, the cumulative-chosen-hairdresser reflecting unit 35, and the cumulative-sales reflecting unit 36, and the result of the addition is set as a final sales commission rate for the hairdresser. Consequently, with the sales commission information management device 4, it is possible to encourage the hairdresser to aim at comprehensive improvements in product sales skills, customer care skills, and technical skills in order to obtain a high sales commission rate. It is therefore possible to provide high quality customer services.

[0066] (5) Other Embodiments

In the flowchart of FIG. 6 explained above, the sales commission rates are determined in the order of the rank information, the evaluation information, the recommended product information, the chosen-hairdresser information, the cumulative sales information, and the cumulative chosen-hairdresser information. However, the present invention is not limited to this. The order of steps SP2, SP3, SP4, SP6, SP9, and SP11 may be any order: for example, the determination of the sales commission rates is started from the determination of the sales commission rate by the evaluation information in step SP3, started from the determination of the sales commission rate by the recommended product information in step SP4, or started from the determination of the sales commission rate by the chosen-hairdresser information in step SP6.

[0067] In the embodiment explained above, the recommendation-history reflecting unit 31, the rank reflecting unit 32, the chosen-hairdresser reflecting unit 33, the evaluation reflecting unit 34, the cumulative-chosen-hairdresser reflecting unit 35, and the cumulative-sales reflecting unit 36 are provided. However, the present invention is not limited to this. At least one or more, two or more, or three or more of the recommendation-history reflecting unit 31, the rank reflecting unit 32, the chosen-hairdresser reflecting unit 33, the evaluation reflecting unit 34, the

cumulative-chosen-hairdresser reflecting unit 35, and the cumulative-sales reflecting unit 36 may be provided. The definitions of the sales commission rates and the ranks shown in FIG. 3 are examples. Various sales commission rates, ranks, cumulative sales results, and the like may be defined.

[0068] In the embodiment explained above, the sales commission rates respectively obtained from the recommendation-history reflecting unit 31, the rank reflecting unit 32, the chosen-hairdresser reflecting unit 33, the evaluation reflecting unit 34, the cumulative-chosen-hairdresser reflecting unit 35, and the cumulative-sales reflecting unit 36 are simply added up by the overall determination unit 37. However, the present invention is not limited to this. High sales commission rates may be added up by the overall determination unit 37, for example, when a predetermined certain condition is satisfied.

[0069] For example, when the recommendation-history reflecting unit 31 determines that a product purchased by a customer is a product recommended by a hairdresser, even if the hairdresser has a rank equal to or lower than a predetermined rank (for example, equal to or lower than "colorist") and has a low technical skills for the customer, when the hairdresser is chosen by the customer and an evaluation by the customer is equal to or higher than a predetermined evaluation (for example, the

evaluation 4 or more), the sales commission information management device 4 may further add a predetermined specific sales commission rate in addition to the sales commission rates obtained from these conditions.

[0070] Specifically, as shown in FIG. 5, for example, if a sales commission rate for a hairdresser who is "colorist" is 1.5%, a sales commission rate obtained when a product recommended by the hairdresser is purchased by a customer is 1.0%, and an evaluation made by the customer is 5 and a sales commission rate is 3.0%, 3.0% may be further added as a specific sales commission rate to 5.5% obtained by simply adding up these sales commission rates in this embodiment, thereby providing a high sales commission rate of 8.5% in total.

[0071] In this way, in the sales commission information management device 4, even if a hairdresser has a low rank, a specific sales commission rate is set when the hairdresser is chosen by a customer, a product recommended by the hairdresser is purchased by the customer, and an evaluation by the customer is high. Consequently, the hairdresser can obtain a high sales commission rate free from a rank, which is an evaluation result only in the hairdressing salon. Therefore, it is possible to encourage the hairdressers to improve customer care skills and technical skills irrespective of ranks.

[0072] In the embodiment explained above, the payment processing unit 19 of the shopping server 3 calculates an amount of money to be given to a hairdresser from a price of the product paid by a customer, based on a sales commission rate, and the calculation result is sent to the salon terminal 2. However, the present invention is not limited to this. The sales commission information management device 4 may receive payment information from the shopping server 3, calculate, based on a sales commission rate, a sales commission amount to be given to the hairdresser from an amount of money paid by the customer to the shopping server 3, and deliver the sales commission amount to the salon terminal 2.

[0073] As another embodiment, various configurations may be adopted such as a sales commission system in which the shopping server 3 is provided in the sales commission information management device 4 and a sales commission system in which the sales commission information management device 4 is provided in the salon terminal 2.

[0074] In the embodiment explained above, the shopping server 3 from which products related to hairdressing such as a shampoo, a conditioner, haircare products, and a drier can be purchased via the network 7 is applied as a service server. However, the present invention is not limited to this. A shopping server from which products (for example, clothes and daily necessities) other than the products related to hairdressing can be purchased via

the network 7 may be applied. The content of this "(5) Other embodiment" may be applied to embodiments explained below.

[0075] (6) A sales commission system that makes use of hairdressing salon job performance specified for each of hairdressing salons

In the embodiment explained above, a sales commission rate to a hairdresser is determined according to job performance of the hairdresser. However, the present invention is not limited to this. According to hairdressing salon job performance of each of hairdressing salons specified based on job performance of the hairdressers registered in the hairdressing salons, sales commission rates to the hairdressers registered in the hairdressing salon may be determined.

[0076] FIG. 7, in which the same reference signs are used to designate the same elements as those in FIG. 2, shows a circuit configuration of a sales commission information management device 39 that determines a sales commission rate to a hairdresser based on hairdressing salon job performance. Other elements of a sales commission system including the sales commission information management device 39 shown in FIG. 7 can be the same as those of the sales commission system 1 shown in FIG. 1. Therefore, explanation thereof is omitted.

[0077] The sales commission information management device 39 is different from the sales commission information

management device 4 shown in FIG. 2 in the configuration of a sales-commission-rate determining unit 42. A sales commission rate to a hairdresser can be determined from hairdressing salon job performance by the sales-commission-rate determining unit 42. The database 26 stores hairdresser information including registration information indicating which hairdressers are working in which hairdressing salons, in addition to the items of the hairdresser information T1 shown in FIG. 3.

[0078] Further, in the database 26, hairdressing salon job performance of each of the hairdressing salons specified from job performance of hairdressers registered in the hairdressing salons are stored as hairdressing salon information (not shown in the figure). The hairdressing salon information includes number-of-contracts information, number-of-ranked-hairdressers information, number-of-chosen information, evaluation number information, and sales information, all of which are summarized for each of the hairdressing salons as the hairdressing salon job performance. The number-of-contracts information indicates, for each of the hairdressing salons, how many products are purchased by customers among products recommended to the customers by the hairdressers. The number-of-contracts information can be treated as one of hairdressing salon job performance indicating results of sales efforts in units of hairdressing salons.

[0079] In a hairdressing salon where customers purchase a larger number of products recommended by hairdressers (hereinafter referred to as the number of contracts as well), the sales commission information management device 39 sets sales commission rates higher for the hairdressers registered in the hairdressing salon considering that awareness of business in the entire hairdressing salon is higher. The number-of-contracts information is information sent from the salon terminal 2 (FIG. 1) and the hairdresser information (FIG. 3) indicating recommended products of hairdressers which are collated by the control unit 25 to specify, for each of the hairdressing salons, to which degree products are purchased by the customers among products recommended by the hairdressers to the customers. Information concerning the products purchased by the customers is stored in a database as the number-of-contracts information of the hairdressing salon information.

[0080] In this case, in the database 26, sales commission rate definition information (not shown in the figure) in which sales commission rates are defined in advance according to the numbers of products purchased by customers among products recommended by hairdressers is stored. The sales-commission-rate determining unit 42 can determine, using a recommendation-history overall reflection unit 44, based on the sales commission rate definition information stored in the database 26, a sales

commission rate corresponding to the number of contracts indicated by the number-of-contracts information of the hairdressing salon information.

[0081] In this embodiment, as the hairdressing salon job performance, instead of or in addition to the number-of-contracts information, number of recommended products information simply indicating the number of products recommended to customers by hairdressers irrespective of whether the customers purchased products may be applied. In this case, in a hairdressing salon where the number of products recommended to customers by hairdressers (hereinafter referred to as number of recommended products as well) is larger, the sales commission information management device 39 sets sales commission rates higher for the hairdressers registered in the hairdressing salon considering that awareness of business in the entire hairdressing salon is higher. The sales-commission-rate determining unit 42 can determine, with the recommendation-history overall reflection unit 44, based on sales commission rate definition information in which sales commission rates are defined according to numbers of recommended products, a sales commission rate corresponding to the number of recommended products indicated by the number of recommended products information of the hairdressing salon information.

[0082] The number-of-ranked-hairdressers information indicates, based on rank information in which ranks are

given for each of hairdressers according to technical skills of the hairdressers, how many hairdressers in ranks equal to or higher than a predetermined rank (for example, equal to or higher than stylist or top stylist having high technical skills) are working in a hairdressing salon. The number-of-ranked-hairdressers information can be treated as one of the hairdressing salon job performance indicating results of human resources development efforts in units of hairdressing salons.

[0083] In this case, in a hairdressing salon where there are a larger number of hairdressers in ranks equal to or higher than the predetermined rank, the sales commission information management device 39 sets sales commission rates higher for the hairdressers registered in the hairdressing salon considering that awareness of human resources development in the hairdressing salon is higher. The control unit 25 specifies how many hairdressers in ranks equal to or higher than the predetermined rank are working for each of hairdressing salons based on hairdresser information indicating ranks of hairdressers and hairdressing salons where the hairdressers are working, and stores the specified information in the database 26 as the number-of-ranked-hairdressers information of the hairdressing salon information.

[0084] In this case, in the database 26, sales commission rate definition information (not shown in the figure) in

which sales commission rates are defined in advance according to the numbers of registered hairdressers in ranks equal to or higher than the predetermined rank is stored. The sales-commission-rate determining unit 42 can determine, using a rank overall reflection unit 45, based on the sales commission rate definition information stored in the database 26, a sales commission rate corresponding to the number of registered hairdressers indicated by the number-of-ranked-hairdressers information of the hairdressing salon information.

[0085] The number-of-chosen information indicates, based on chosen-hairdresser information indicating whether hairdressers are chosen by customers, for each of hairdressing salons, a total number of times that all hairdressers working in the hairdressing salon are chosen. The number-of-chosen information can be treated as one of hairdressing salon job performance indicating to which degree the hairdressing salon has trained hairdressers trusted by customers.

[0086] In this case, in a hairdressing salon where there are a larger number of hairdressers chosen by customers, the sales commission information management device 39 sets sales commission rates higher for the hairdressers registered in the hairdressing salon considering that awareness of human resources development in the hairdressing salon is higher. The control unit 25 specifies the number of times that registered

hairdressers have been chosen for each hairdressing salon based on hairdresser information indicating history of the registered hairdressers that have been chosen by customers, and stores the specified information in the database 26 as the number-of-chosen information of the hairdressing salon information.

[0087] In this case, the database 26 stores sales commission rate definition information (not shown in the figure) in which sales commission rates are predefined according to the numbers of times that the hairdressers were chosen. The sales-commission-rate determining unit 42 can determine, using a chosen-hairdresser overall reflection unit 46, based on the sales commission rate definition information stored in the database 26, a sales commission rate corresponding to the number of times indicated by the number-of-chosen information of the hairdressing salon information.

[0088] The evaluation number information indicates, based on evaluation information indicating evaluations for hairdressers by customers who purchased products, how many hairdressers having evaluations equal to or higher than a predetermined evaluation (for example, equal to or higher than high evaluations "3" and "4" among five stage evaluations (FIG. 5)) are working in a hairdressing salon. The evaluation number information can be treated as one of hairdressing salon job performance indicating results

of human resources development efforts in units of hairdressing salons.

[0089] In this case, in a hairdressing salon where there are a larger number of hairdressers having evaluations equal to or higher than the predetermined evaluation, the sales commission information management device 39 sets sales commission rates higher for the hairdressers registered in the hairdressing salon considering that awareness of human resources development in the hairdressing salon is higher. The control unit 25 specifies how many hairdressers having evaluations equal to or higher than the predetermined evaluation are working for each of hairdressing salons, based on hairdresser information indicating evaluations of hairdressers and hairdressing salons where the hairdressers are working, and stores the specified information in the database 26 as the evaluation number information of the hairdressing salon information.

[0090] In this case, in the database 26, sales commission rate definition information (not shown in the figure) in which sales commission rates are defined in advance according to the numbers of registered hairdressers having evaluations equal to or higher than the predetermined evaluation is stored. The sales-commission-rate determining unit 42 can determine, using an evaluation overall reflection unit 47, based on the sales commission rate definition information stored in

the database 26, a sales commission rate corresponding to the number of registered hairdressers indicated by the evaluation number information of the hairdressing salon information.

[0091] The sales information indicates sales of a hairdressing salon and can be treated one of hairdressing salon job performance indicating results of sales efforts in units of hairdressing salons. In this case, in a hairdressing salon having larger sales, the sales commission information management device 39 sets sales commission rates higher for hairdressers registered in the hairdressing salon considering that awareness of business is higher in the hairdressing salon. The sales information is specified for each of hairdressing salons by the control unit 25 based on information sent from the salon terminal 2 (FIG. 1) and stored in the database 26 as the sales information of the hairdressing salon information.

[0092] In this case, in the database 26, sales commission rate definition information (not shown in the figure) in which sales commission rates are defined in advance according to sales is stored. The sales-commission-rate determining unit 42 can determine, using a sales reflecting unit 48, based on the sales commission definition information stored in the database 26, a sales commission rate corresponding to sales indicated by the sales information of the hairdressing salon information.

Sales of a hairdressing salon refers to, for example, besides sales by hairdressing performed in the hairdressing salon, sales by product sales in the hairdressing salon and sales by purchase of products via the shopping server 3 by a customer who a hairdresser is in charge in the hairdressing salon.

[0093] The recommendation-history overall reflection unit 44, the rank overall reflection unit 45, the chosen-hairdresser overall reflection unit 46, the evaluation overall reflection unit 47, and the sales reflecting unit 48 respectively deliver results of the determined sales commission rates to the overall determination unit 49. The overall determination unit 49 adds up the sales commission rates respectively received from the recommendation-history overall reflection unit 44, the rank overall reflection unit 45, the chosen-hairdresser overall reflection unit 46, the evaluation overall reflection unit 47, and the sales reflecting unit 48 and determines a final sales commission rate for a hairdresser.

[0094] In the configuration explained above as well, the sales commission information management device 39 stores, in the database 26, the hairdresser information T1 indicating job performance of hairdressers who carried out hairdressing services on customers, and stores, as hairdressing salon information, hairdressing salon job performance for each of hairdressing salons specified

from job performance of hairdressers working in the hairdressing salons. The sales-commission-rate determining unit 42 of the sales commission information management device 39 determines a sales commission rate to give a specified percentage of a price of the product paid by a customer, to a hairdresser specified by the hairdresser-in-charge specifying unit 27, based on hairdressing salon job performance of a hairdressing salon (a comprehensive contribution or achievement of the hairdressing salon by hairdressing performed by registered hairdresser).

[0095] Consequently, the sales commission information management device 39 can give, according to hairdressing salon job performance of a hairdressing salon where hairdressers are working, the same high sales commission rate to all the hairdressers working in the hairdressing salon. Accordingly, the sales commission information management device 39 can encourage the hairdressers to improve customer care skills and technical skills, thereby improving hairdressing salon job performance in the entire hairdressing salon where the hairdressers are working, and obtaining a high sales commission rate. Consequently, the sales commission information management device 39 can encourage the hairdressers to improve customer care skills and technical skills, thereby providing high quality customer services.

[0096] The sales commission information management device 39 sets, as hairdressing salon job performance, not only number-of-contracts information indicating whether customer purchased products recommended by hairdressers and number of recommended products information, but also, states of ranks of hairdressers registered in a hairdressing salon, states of evaluations received by the hairdressers registered in the hairdressing salon from the customers, choosing of the hairdressers working in the hairdressing salon by the customers, sales of hairdressing salons, and the like. Therefore, it is possible to encourage the hairdressers to improve not only customer care skills but also comprehensive skills including technical skills.

[0097] The sales-commission-rate determining unit 42 may determine, based on number of registered hairdressers information indicating the number of registered hairdressers registered in a hairdressing salon, sales commission rate according to the number of registered hairdressers. The number of registered hairdressers information indicates how many hairdressers are working in the hairdressing salon and can be treated as one of hairdressing salon job performance indicating results of efforts of business expansion in units of hairdressing salons. In this case, in a hairdressing salon where the number of registered hairdressers is larger, the sales commission information management device 39 sets sales

commission rates higher for the hairdressers registered in the hairdressing salon considering that awareness of business expansion of the hairdressing salon is higher.

[0098] In the embodiment explained above, all of the number-of-contracts information, the number of recommended products information, the number-of-ranked-hairdressers information, the number-of-chosen information, the number of evaluations information, and the sales information are applied as the hairdressing salon job performance. However, the present invention is not limited to this. At least one or more of the number-of-contracts information, the number of recommended products information, the number-of-ranked-hairdressers information, the number-of-chosen information, the number of evaluations information, the sales information, and the number of registered hairdressers information may be used as the hairdressing salon job performance.

[0099] (7) A sales commission system for giving sales commission to a hairdressing salon

In the embodiment explained above, a sales commission rate for a hairdresser is determined according to job performance of the hairdresser or hairdressing salon job performance of a hairdressing salon, and the sales commission is given to the individual hairdresser. However, the present invention is not limited to this. A sales commission rate for the hairdressing salon may be determined according to the hairdressing salon job

performance of the hairdressing salon, and the sales commission may be given to the hairdressing salon instead of the individual hairdresser.

[0100] In this case, FIG. 8, in which the same reference signs are used to designate the same elements as those in FIG. 7, shows a circuit configuration of a sales commission information management device 40 that determines a sales commission rate to a hairdressing salon based on hairdressing salon job performance. Other elements of a sales commission system including the sales commission information management device 40 shown in FIG. 8 are the same as those of the sales commission system 1 shown in FIG. 1. Therefore, explanation thereof is omitted.

[0101] The sales commission information management device 40 is different from the sales commission information management device 39 shown in FIG. 7 in that a hairdressing-salon-in-charge specifying unit 41 is provided instead of the hairdresser-in-charge specifying unit 27. In this case, the hairdressing-salon-in-charge specifying unit 41 specifies, based on customer identification information in the purchase information T2 (FIG. 4) received from the shopping server 3, from the hairdresser information T1 (FIG. 3) in the database 26, hairdresser identification information associated with the same customer identification information as the customer identification information. Consequently, the

hairdressing-salon-in-charge specifying unit 41 can specify a customer who purchased a product via the shopping server 3 and a hairdresser in charge of the customer.

[0102] When specifying the hairdresser in charge of the customer who purchased the product, the hairdressing-salon-in-charge specifying unit 41 specifies, based on registration information (information indicating which hairdressers are working in which hairdressing salons) stored in the database 26, in which hairdressing salon the hairdresser specified from the hairdresser information T1 and the purchase information T2 is registered.

[0103] The sales-commission-rate determining unit 42 determines a sales commission rate based on hairdressing salon job performance of the hair dressing salon as in the "(6) a sales commission system that makes use of hairdressing salon job performance specified for each of hairdressing salons" explained above. However, the sales-commission-rate determining unit 42 does not set the sales commission rate as a sales commission rate for a hairdresser individual but sets the sales commission rate as a sales commission rate for the hairdressing salon specified by the hairdressing-salon-in-charge specifying unit 41.

[0104] In the configuration explained above, the sales commission information management device 40 determine,

based on the hairdressing salon job performance of the hairdressing salon, a sales commission rate to give a specified percentage of a price of the product paid to the hopping server 3 by the customer, to the hairdressing salon specified by the hairdressing-salon-in-charge specifying unit 41. Consequently, the sales commission information management device 40 can give, according to hairdressing salon job performance of a hairdressing salon where the hairdresser is working, a high sales commission rate for the hairdressing salon.

[0105] Accordingly, since a sales commission rate for a hairdressing salon where the hairdressers are working increases, the hairdressers working in the hairdressing salon can expect return of profits involved in the high sales commission rate. Thus, the sales commission information management device 40 can encourage the hairdressers to improve customer care skills and technical skills, thereby improving hairdressing salon job performance of the hairdressing salon, and obtaining high sales commission rates. Consequently, the sales commission information management device 40 can encourage the hairdressers to improve customer care skills and technical skills, thereby providing high quality customer services.

[0106] In the embodiments explained above, the sales commission rate for the hairdresser or the hairdressing salon is determined from one of the job performance of

the hairdresser and the hairdressing salon job performance of the hairdressing salon. However, the present invention is not limited to this. The job performance of the hairdresser or the hairdressing salon job performance of the hairdressing salon may be comprehensively determined to determine a sales commission rate for the hairdresser or the hairdressing salon. As in the embodiment explained above, the sales-commission-rate determining unit 42 may determine, based on number of registered hairdressers information indicating the number of registered hairdressers working in the hairdressing salon, a sales commission rate according to the number of registered hairdressers.

[0107] As another embodiment, various configurations may be adopted such as a sales commission system in which the shopping server 3 is provided in the sales commission information management devices 39 and 40, and a sales commission system in which the sales commission information management devices 39 and 40 are provided in the salon terminal 2.

[0108] (8) A sales commission system including a service server other than the shopping server

In the embodiments explained above, the sales commission system 1 including the shopping server 3 as the service server is explained. In this case, information concerning purchase of a product by a customer via the network 7 is applied as information

concerning a service other than hairdressing performed for the customer.

[0109] However, the present invention is not limited to this. Instead of or in addition to the shopping server 3 from which a customer can purchase products via the network 7, for example, a service server may be provided that offers customers automobile-related services such as requesting automobile trade, undertaking automobile repair, and undertaking automobile inspection via the network 7. Other embodiments of such a service server may include service servers that provide customers with various services, such as real-estate-related services for arranging the renting of houses and buying and selling of real estate, and medical-related services for making appointments for doctors and dentists.

[0110] For example, a hairdresser with high customer care skills, who has a rich stock of topics and can bring out various topics from a customer, has an opportunity of talking about not only topics related to hairdressing but also topics other than hairdressing while carrying out hairdressing services on the customer in a hairdressing salon. When requested by the customer to introduce, for example, an automobile dealer, a realtor, or a dental office, the hairdresser introduces service servers of providers accessible from the customer terminal 5a owned by the customer via the network 7. In the sales commission system, for example, by being connected from a

dedicated application installed in the customer terminal 5a and provided by the hairdressing salon to the service servers, then, the service servers recognize that the customer is introduced from the hairdressing salon.

[0111] When receiving an inquiry notification from the customer terminal 5a via the network 7, the service servers cause the customer to input personal information and the like for identifying the customer via the customer terminal 5a and acquire information concerning the customer. Thereafter, the customer receives various services from providers using the service servers, and pays fees incurred by the services to the providers. The service servers deliver, as service information, using an information delivering unit, to the sales commission information management devices 4, 39, and 40, information concerning services other than hairdressing (such as automobile repair, real-estate-related and medical care services) provided for customers and information concerning the customers acquired at the provider of the services.

[0112] Consequently, as in the embodiments explained above, for example, the sales commission information management devices 4 and 39 (FIG. 2 and FIG. 7) specify a hairdresser who carried out hairdressing services on a customer who received a service from a provider and thereafter determine, from job performance of the hairdresser or hairdressing salon job performance of a

hairdressing salon where the hairdresser is working, a sales commission rate for the hairdresser or the hairdressing salon.

[0113] As in the embodiment explained above, the sales commission information management device 40 (FIG. 8) specifies a hairdresser who carried out hairdressing services on a customer who received a service from a provider and specifies a hairdressing salon where the hairdresser is working. The sales commission information management device 40 determines, from hairdressing salon job performance of the specified hairdressing salon, a sales commission rate for the hairdressing salon.

[0114]In this way, as in the embodiments explained above, with the sales commission system including the service server, hairdressers can respectively obtain high sales commission rates according to job performance. Therefore, it is possible to encourage the hairdressers to improve customer care skills and technical skills. Consequently, in such an embodiment, it is possible to encourage the hairdressers to improve customer care skills and technical skills, thereby providing high quality customer services.

Reference Signs List

[0115]

1 sales commission system

2 salon terminal

3 shopping server (service server)

4, 39, 40 sales commission information management device

20 purchase-information delivering unit (information delivering unit)

27 hairdresser-in-charge specifying unit

28 interface (information acquiring unit)

30 sales-commission-rate determining unit

31 recommendation-history reflecting unit

32 rank reflecting unit

33 chosen-hairdresser reflecting unit

34 evaluation reflecting unit

35 cumulative-chosen-hairdresser reflecting unit

36 cumulative-sales reflecting unit

37 overall determination unit

41 hairdressing-salon-in-charge specifying unit

Claims

1. A sales commission information management device comprising:

a database configured to store hairdresser information indicating job performance of hairdressers who carried out hairdressing services on customers;

an information acquiring unit configured to acquire, via a network, purchase information including: information concerning purchase of a product by a customer who is one of the customers; and information concerning the customer obtained by a shop selling the product;

a hairdresser-in-charge specifying unit configured to specify, among the hairdressers, a hairdresser who carried out the hairdressing services on the customer who purchased the product, based on the purchase information and the hairdresser information; and

a sales-commission-rate determining unit configured to determine, based on the job performance of the hairdresser specified by the hairdresser-in-charge specifying unit, a sales commission rate for providing the hairdresser with a specified percentage of a price of the product paid by the customer, wherein

the database is configured to store, as the job performance, chosen-hairdresser information indicating

whether the hairdresser is chosen by the customer who purchased the product, and

the sales-commission-rate determining unit includes a chosen-hairdresser reflecting unit configured to set the sales commission rate for the hairdresser to be higher when determining, based on the chosen-hairdresser information, that the hairdresser is chosen by the customer who purchased the product than when the hairdresser is not chosen by the customer.

2. A sales commission information management device comprising:

a database configured to store hairdresser information indicating job performance of hairdressers who carried out hairdressing services on customers;

an information acquiring unit configured to acquire, via a network, purchase information including: information concerning purchase of a product by a customer who is one of the customers; and information concerning the customer obtained by a shop selling the product;

a hairdresser-in-charge specifying unit configured to specify, among the hairdressers, a hairdresser who carried out the hairdressing services on the customer who purchased the product, based on the purchase information and the hairdresser information; and

a sales-commission-rate determining unit configured to determine, based on the job performance of the hairdresser specified by the hairdresser-in-charge specifying unit, a sales commission rate for providing the hairdresser with a specified percentage of a price of the product paid by the customer, wherein

the database is configured to store, as the job performance, evaluation information indicating an evaluation of the hairdresser made by the customer who purchased the product, and

the sales-commission-rate determining unit includes an evaluation reflecting unit configured to set the sales commission rate for the hairdresser to be higher as the evaluation of the hairdresser in the evaluation information is higher.

3. A sales commission information management device comprising:

a database configured to store hairdresser information indicating job performance of hairdressers who carried out hairdressing services on customers;

an information acquiring unit configured to acquire, via a network, purchase information including: information concerning purchase of a product by a customer who is one of the customers; and information concerning the customer obtained by a shop selling the product;

a hairdresser-in-charge specifying unit configured to specify, among the hairdressers, a hairdresser who carried out the hairdressing services on the customer who purchased the product, based on the purchase information and the hairdresser information; and

a sales-commission-rate determining unit configured to determine, based on the job performance of the hairdresser specified by the hairdresser-in-charge specifying unit, a sales commission rate for providing the hairdresser with a specified percentage of a price of the product paid by the customer, wherein

the database is configured to store, as the job performance, at least one of:

cumulative chosen-hairdresser information indicating a cumulative total of how many times the hairdresser has been chosen by two or more of the customers in a predetermined period of time; and

cumulative sales information indicating a total amount of money obtained by selling products to the two or more of the customers by the hairdresser, and

the sales-commission-rate determining unit includes an overall determination unit, wherein if there is a plurality of sales commission rates determined based on the job performance stored in the database, the overall determination unit is configured to add up the plurality

of sales commission rates to determine a final sales commission rate for the hairdresser.

4. The sales commission information management device according to any one of claims 1 to 3, wherein

the database is configured to store, as the job performance, rank information in which ranks are given for each of the hairdressers in a hairdressing salon according to technical skills of the hairdressers, and

the sales-commission-rate determining unit includes a rank reflecting unit configured to set the sales commission rate for each of the hairdressers to be higher as the ranks in the rank information are higher.

5. A sales commission information management device comprising:

a database configured to store hairdresser information indicating job performance of hairdressers who carried out hairdressing services on customers;

an information acquiring unit configured to acquire, via a network, purchase information including: information concerning purchase of a product by a customer who is one of the customers; and information concerning the customer obtained by a shop selling the product;

a hairdresser-in-charge specifying unit configured to specify, among the hairdressers, a hairdresser who

carried out the hairdressing services on the customer who purchased the product, based on the purchase information and the hairdresser information; and

a sales-commission-rate determining unit configured to determine, based on the job performance of the hairdresser specified by the hairdresser-in-charge specifying unit, a sales commission rate for providing the hairdresser with a specified percentage of a price of the product paid by the customer, wherein

the database is configured to store, as the job performance:

recommended product information indicating the product recommended to the customer by the hairdresser;

rank information in which ranks are given for each of the hairdressers according to technical skills of the hairdressers;

chosen-hairdresser information indicating whether the hairdresser is chosen by the customer who purchased the product; and

evaluation information indicating an evaluation of the hairdresser made by the customer who purchased the product, and

the sales-commission-rate determining unit includes a recommendation-history reflecting unit configured to set, based on the recommended product information, the sales commission rate for the hairdresser to be higher

when determining that the product purchased by the customer is recommended by the hairdresser than when another product not recommended to the customer is purchased, and

when the recommendation-history reflecting unit determines that the product purchased by the customer is recommended by the hairdresser, the sales-commission-rate determining unit is configured to further add a preset specific sales commission rate when the hairdresser is chosen by the customer and the evaluation made by the customer is equal to or higher than a predetermined evaluation even if the hairdresser has a rank equal to or lower than a predetermined rank and low technical skills for the customer.