**Section 1: PERSONAL CHARACTERISTICS**

- **INITIATIVE** - Ability to follow through in all aspects of job with minimal supervision.
- **TEAMWORK** - Cooperative and possess the ability to work well with others.
- **ATTENDANCE** - Reports to work on a timely consistent basis.
- **APPEARANCE** - Reports to work in provided pants and shirt, proper shoes.
- **COMMUNICATION** - Effectively communicates with manager and fellow workers.

Comments: 

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**Section 2: OPERATIONS**

- **Adheres to Company policies and prices.**
- **Prepares estimates/repairs orders including complete customer and contact information.**
- **Asks questions and records symptoms (or related information) on repair orders.**
- **Explains to client the inspection being performed to determine the problem and cost to repair.**
- **Knows and uses Canned Jobs properly.**
- **Bills all parts used to complete a job.**
- **Bills all parts at the proper gross profit margins.**
- **Properly bills labor used to complete a job.**
- **Properly uses sub-estimates and documents revision authorization for addition work.**
- **Properly documents all specifications and notes on repair orders.**
- **Insures that stock orders and tires are put away before leaving at days end.**
- **Insures that daily tasks assigned by management are completed without follow-up.**
- **Respects and maintains company-owned equipment and computers.**
- **Insures that the counter, bathrooms, waiting area, shop, etc., is clean before leaving at days end.**
- **Insures the outside area is clean, neat, and maintained before leaving at day's end.**
- **Properly completed and faxes nightly paperwork.**
- **Returns all parts not installed on vehicles and uses log system to insures all credits are received.**
- **Suggest ideas to improve operations and alerts management promptly of potential problems.**
- **Suggest ideas to improve operations and alerts management promptly of potential problems.**
- **Follows company policy on smoking, eating, and drinking while on duty.**
- **Always reports to management before leaving premises.**

Comments: 

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Section 3: SALES PERFORMANCE

- Displays CONFIDENCE when presenting repair estimates and sales presentations.
- Displays KNOWLEDGE when presenting repair estimates and tire sales presentations.
- Routinely asks clients if they have any questions following a presentation.
- Effectively presents our inspections to schedule appointments.
- Presents repairs effectively in 3 parts: What Caused it, How to Correct it, and Cost to fix the problem.
- Offers our Client Referral program to good steady customers.
- Uses technician recommendations (saved as sub-estimate) to stimulate future repairs.
- Suggest REQUIRED and ONLY REQUIRED parts needed to be replaced.
- Provides good diagnostic and installation advice when selling service.
- Recommend step-up services from Canned Job notes (Rotate & Balance versus just rotate).

Comments: _______________________________________________________________________

Section 3: CUSTOMER SERVICE  
Goal: Turn Customers to Clients and Clients to Advocates

- Promptly greets all clients entering our service center.
- Properly answers the telephone with Greeting, Auto Select, Name, and ensures callers are not kept on hold.
- Always asked for the appointment or sale.
- Presents a friendly, courteous, enthusiastic, and helpful image.
- Shows utmost respect for clients' vehicles.
- Listens carefully to clients, asking the necessary questions to determine their needs.
- Suggests preventative maintenance to clients to help avoid major repairs.
- Uses good judgment and extreme courtesy when handling a client's comeback or complaint.
- Gives 100% to solve the client's problem, including non-Auto Select assistance when necessary.
- Reviews, explains, and asks about any questions on client's final invoice.
- Always thanks the client for selecting Auto Select and invites them to return again.
- Routinely communicates to clients that we are their ONE STOP auto repair, service, and tire center.

Comments: _______________________________________________________________________

EVALUATION SUMMARY

Strengths: _______________________________________________________________________

Areas for Improvement: _______________________________________________________________________

Goals for Improvements: _______________________________________________________________________

OVERALL RATING: □ EXCEPTIONAL □ SATISFACTORY □ NEEDS IMPROVEMENT

EMPLOYEE DATE MANAGER DATE