

VIOC Performance Appraisal

ASSISTANT MANAGER

FIRST NAME		LAST NAME		EE#	
START DATE		END DATE		STORE #	
SIGNATURE		DATE SIGNED		Form Rev	03/2013

SERVICE CENTER MANAGER INFORMATION (Please Print)

FIRST NAME		LAST NAME	
MGR SIGNATURE		DATE SIGNED	

AREA CENTER MANAGER INFORMATION (Please Print)

FIRST NAME		LAST NAME	
MGR SIGNATURE		DATE SIGNED	

KEY FOR RATINGS:
G = Greatly Exceeded Expectations
E = Exceeded Expectations
M = Met Expectations
S = Some Improvement Needed
D = Did Not Meet Expectations

GOAL 1 - SAFETY	RATING
Consistently follows and enforces policies and procedures. Maintains center cleanliness to attract customers and avoid safety hazards. Acts in a safe manner at all times, identifies possible risk situations, looks out for the safety of other employees. Outcomes: PPE compliance & enforcement, Super-Pro, safety, security, claims, pit covers.	

COMMENTS:

GOAL 2 – CUSTOMER EXPERIENCE	RATING
Completely reviews all work performed. Ensures each guest understands benefits of parts/service before asking for the purchase. Ensures each guest is properly thanked. Consistently performs the key drivers of customer satisfaction. Effectively handles any customer concerns. Continuously works toward improving SMG goals. Outcomes: customer satisfaction scores, communication skills, professionalism, proper dress/grooming standards, speed of service, return next oil change score.	

COMMENTS:

GOAL 3 – WORK STANDARDS	RATING
Demonstrates a positive attitude and follows company policies and procedures and acts as a role model for other hourly employees. A good team player. Treats others with professionalism and respect. Willing to coach others. Appearance is in compliance with the dress code policy. Uses appropriate language with internal and external customers. Outcomes: attendance, gets along with others, fairness, uses appropriate language, commitment, integrity, initiative.	

COMMENTS:

GOAL 4 – SERVICE CENTER OPERATIONS	RATING
Competent in performing daily operating activities and managing the Service Center in the absence of the SCM while maintaining expected performance measures. Enforces compliance and communicates any potential problems to SCM. Understands and assists SCM in store goals (Profit to Plan, Oil Changes, Sales, DOP). Outcomes: store results, open/close procedures, banking, delegation, labor control, claims, personal DOP, car count, ordering/receiving inventory, weekly inventories.	

COMMENTS:

GOAL 5 – PERSONAL DEVELOPMENT		RATING
Takes initiative to improve skills and/or advance to Service Center Manager position. Competencies to consider: motivating others, teamwork, composure, drive for results, customer focus, problem solving.		
COMMENTS:		
OVERALL RATING		