

VIOC Performance Appraisal

CERTIFIED TECHNICIAN

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 safety policies and procedures. Informs Manager on duty of any potential problems. 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, Super-Pro, safety, security, claims, pit covers.	

COMMENTS:

GOAL 2 – CUSTOMER EXPERIENCE	RATING
Is aware of all products and services. Consistently delivers a fast and friendly greeting when necessary. Always positive and professional in the presence of customers. Efficiently performs a quality service and strives to continually improve. Outcomes: customer satisfaction scores, communication skills, professionalism, proper dress/grooming standards, speed of service.	

COMMENTS:

GOAL 3 – WORK STANDARDS	RATING
Consistently works and stays busy during scheduled hours. Demonstrates a positive attitude and follows company policies and procedures. A good team player and willing to help others. Treats others with respect. 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, initiative.	

COMMENTS:

GOAL 4 – PERSONAL DEVELOPMENT	RATING
Takes initiative to improve skills and/or advance toward Senior Technician position. Competencies to consider: teamwork, customer focus, attention to detail, action oriented.	

COMMENTS:

OVERALL RATING	
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