

# VIOC Performance Appraisal

**SENIOR 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 or enforces policies and procedures. Takes action and informs SCM 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 & 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. 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
Consistently works and stays busy during scheduled hours. Demonstrates a positive attitude and follows company policies and procedures and acts as a role model for other hourly employees. A good team player and helps others. Treats others with professionalism and 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, integrity, initiative.	

COMMENTS:

GOAL 4 – SERVICE CENTER OPERATIONS	RATING
Competent in performing daily operating activities in the absence of other management. Enforces compliance and communicates any potential problems to SCM. Manages service center in absence of SCM and Assistant Manager while maintaining expected performance measures. Outcomes: open/close procedures, banking, delegation, labor control, claims, personal DOP and car count.	

COMMENTS:

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