

“Living The DREAM” – Assistant Manager Evaluation

Employee Name:

Employee ID:

Date:

Manager Name:

Store:

Rating Definitions

1 = Does Not Meet	2 = Partially Meets/ Developing	3 = Meets	4 = Exceeds	5 = Outstanding/ Exceptional
- Did not meet performance standards - Immediate improvement is required - Employee may have been on a Performance Improvement Plan (PIP) or corrective action	- Inconsistent performance - Employee needs improvement or growth in areas of weakness - Employee requires additional training, job experience, and/or feedback	- Met all performance standards - Solid, good performance was employee's norm - Results were timely and accurate	- Consistently exceeded performance standards - Employee achieved results above expectations - High performing employee; timeliness and quality of work is excellent	- Employee achieved results well beyond expectations - Contributed unique, innovative, and workable solutions to challenges - Easily recognized as a top performer and excellent resource

3 CORE FUNDAMENTAL RESPONSIBILITIES

1 = Does Not Meet | 2 = Partially Meets/Developing | 3 = Meets | 4 = Exceeds | 5 = Outstanding/Exceptional

Earn the Visit	Rating				
Consistently models a Ready to Serve mindset with customers in person and on the phone.	1	2	3	4	5
Builds relationships, under the umbrella of safety, to identify the customer's immediate needs.	1	2	3	4	5
Listens for and provides solutions to meet the customer's immediate needs.	1	2	3	4	5
Consistently invites customers to visit the store.	1	2	3	4	5
Effectively models Best Practices for Earn the Visit.	1	2	3	4	5

Feedback:

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3 Phase CES with Treadwell (Showroom & Air Check Bays)	Rating				
Inviting: Builds relationships with customers under the umbrella of safety by gathering accurate data from the customer and the vehicle.	1	2	3	4	5
Easy: Ensures Treadwell is utilized as a tool to help empower the customer and shares findings with the customer to make it easy to understand.	1	2	3	4	5
Safe: Makes specific recommendations based on Phase 1 findings using Treadwell.	1	2	3	4	5
Utilizes tools to offer options and provide additional value-added solutions; e.g., Synchrony Car Care, etc.	1	2	3	4	5
Ensures air checks are consistently executed according to the Air Check Best Practices.	1	2	3	4	5

Feedback:

3 CORE FUNDAMENTAL RESPONSIBILITIES (Continued)

1 = Does Not Meet | 2 = Partially Meets/Developing | 3 = Meets | 4 = Exceeds | 5 = Outstanding/Exceptional

Workflow	Rating				
Understands and executes all workflow roles and responsibilities.	1	2	3	4	5
Understands and executes all workflow concepts.	1	2	3	4	5
Executes showroom/service area workflow transition process with a sense of urgency.	1	2	3	4	5

Feedback:

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General Expectations	Rating				
Follows dress code requirements and compels staff compliance.	1	2	3	4	5
Supports 5S environment.	1	2	3	4	5
Demonstrates a Can-do attitude.	1	2	3	4	5
Receptive to feedback.	1	2	3	4	5
Proactively seeks to learn, gain, and share knowledge.	1	2	3	4	5
Respected by fellow employees for leadership, communication, and coaching ability.	1	2	3	4	5

Feedback:

AOR LEADERSHIP RESPONSIBILITIES

1 = Does Not Meet | 2 = Partially Meets/Developing | 3 = Meets | 4 = Exceeds | 5 = Outstanding/Exceptional

Assistant Manager	Rating				
Service Area 5S: Supports service area open and closing duties, audits, and parking lot requirements and landscaping needs.	1	2	3	4	5
Building Maintenance: Supports completion/submission of work order requests, construction report, store closing forms, and damage claims as needed.	1	2	3	4	5
Inventory Storage: Assists with planning and scheduling for inventory storage; provides support for audits inventory placement, tires and wheels, TPMS and accessories; moves goods to consumption for rubber valves and wheel weights.	1	2	3	4	5
Receiving Cross Dock: Assists with planning and scheduling truck unloading; completes unloading accurately and timely; scans and receives product accurately.	1	2	3	4	5
ST Mentorship: Assists with mentoring the Service Techs.	1	2	3	4	5
Supplies Ordering: Assists with ordering and maintaining cleaning supplies, productive supplies, and service area tools and supplies.	1	2	3	4	5

Feedback:

SERVANT LEADER CAPABILITIES

1 = Does Not Meet | 2 = Partially Meets/Developing | 3 = Meets | 4 = Exceeds | 5 = Outstanding/Exceptional

Cultivating Our People		Rating				
Integrity	- Displays high integrity and honesty in all matters; walks the talk. - Does the right thing – more concerned with what is right than with being “right”. - Exhibits humility; is modest about own importance and contributions. - Demonstrates trust by promoting open dialogue and respecting confidentiality.	1	2	3	4	5
Our People	- Encourages and listens to different viewpoints and perspectives. - Acts as a mentor, helping others to develop and advance in their careers. - Provides the support necessary for people to develop, including the time to grow and ability to learn from their mistakes. - Behaves with compassion when an employee is faced with difficult situations.	1	2	3	4	5
Our Customers	- Quickly gains trust and respect from his/her customers and people. - Listens to and observes others carefully to adjust style to the needs of people or the situation. - Creates loyalty, earning customers for life. - Confronts issues or conflicts promptly so they do not escalate.	1	2	3	4	5
Growth (Self)	- Keeps individuals informed of information or changes that may impact them. - Understands his/her role and responsibilities to customers. - Seeks feedback to improve him/herself; acts upon the feedback received. - Holds self accountable to commitments and takes responsibility for his/her actions; does not blame others. - Continuous improvement: keeps self relevant through professional and personal development.	1	2	3	4	5
Growth: Continuously Cultivating Our People	- Coaches employees to improve performance, while modeling trust behaviors. - Empowers others by letting them finish and be responsible for his/her work, providing guidance as needed. - Sets clear expectations; gives specific, behavioral, and helpful feedback. - Understands what motivates individuals to perform at their BEST, applying it to support employee motivation and performance.	1	2	3	4	5
Attitude	- Approaches work with a positive attitude and strong work ethic; helping to create a productive atmosphere. - Maintains composure: assesses the situation before responding and providing calm and clear information or direction. - Has a safety mindset towards our work, each other, and our customers. - Takes the time to acknowledge, share, and celebrate our wins and successes.	1	2	3	4	5
Overall Average Rating for Servant Leader Capabilities:						

Feedback:

Merit increase recommended: Yes No

Signatures:

Manager:		Date:	
Assistant Manager:		Date:	