

“Living The DREAM” – Sales Apprentice Evaluation

Employee Name:

Emp ID #:

Date:

Manager Name:

Store:

Rating Definitions

1 = Does Not Meet	2 = Partially Meets/ Developing	3 = Meets	4 = Exceeds	5 = Outstanding/ Exceptional
<ul style="list-style-type: none"> Did not meet performance standards Immediate improvement is required Employee may have been on a Performance Improvement Plan (PIP) or corrective action 	<ul style="list-style-type: none"> Inconsistent performance Employee needs improvement or growth in areas of opportunity Employee requires additional training, job experience, and/or coaching 	<ul style="list-style-type: none"> Met all performance standards Solid, good performance was employee's norm Results were timely and accurate 	<ul style="list-style-type: none"> Consistently exceeded performance standards Employee achieved results above expectations High performing employee; timeliness and quality of work is excellent 	<ul style="list-style-type: none"> Employee achieved results well beyond expectations Contributed unique, innovative, and workable solutions to challenges Easily recognized as a top performer and excellent resource

GENERAL

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

Expectations	Rating				
Comes to work on time.	1	2	3	4	5
Follows the dress and grooming code.	1	2	3	4	5
Demonstrates a Can-Do attitude.	1	2	3	4	5
Executes the 25 Foot Rule.	1	2	3	4	5
Proactive in their own training progress.	1	2	3	4	5

Feedback:

JOB PERFORMANCE

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

Sales Apprentice Responsibilities	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
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:

ADDITIONAL JOB PERFORMANCE

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

Service Coordinator Responsibilities	Rating				
Gives a Pre-Benediction before the vehicle is complete.	1	2	3	4	5
Stages the next invoice for the Crew Chief.	1	2	3	4	5
Pulls the vehicle out in a timely manner.	1	2	3	4	5
Clicks vehicles in/out accurately on the CSL.	1	2	3	4	5
Performs a Service Benediction with the customer.	1	2	3	4	5
Observes Service Techs performing their tasks.	1	2	3	4	5
Checks the CSL for: In/Out per hour & Appointments.	1	2	3	4	5
Keeps people on task; communicates effectively.	1	2	3	4	5
Observes and enforces Best Practices (Safety and Quality).	1	2	3	4	5
Observes people executing Workflow concepts.	1	2	3	4	5
Coaches people in sequencing work and reducing footsteps.	1	2	3	4	5
Keeps vehicles moving in/out of the bays: Sending back-up sales to the showroom and expanding and collapsing service teams.	1	2	3	4	5
Verifies/signs the work-order that all products, settings, services, and Tire Registration Cards (tire identification number, tire brand, and site number) have been completed.	1	2	3	4	5

Feedback:

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Crew Chief Responsibilities	Rating				
Stages product well in advance.	1	2	3	4	5
Partially completes Tire Registration Card (tire identification number, tire brand, and site number).	1	2	3	4	5
Pulls the vehicle in, in a timely manner.	1	2	3	4	5
Performs On the Vehicle inspection and air check of spare when accessible.	1	2	3	4	5
Determines the proper raising technique, ensures the correct accessories are used, and coaches/mentors the ST during the raising process.	1	2	3	4	5
After CC tasks are completed, begins servicing the vehicle as a Service Tech role.	1	2	3	4	5
Stages the correct product next to the vehicle.	1	2	3	4	5

Feedback:

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Service Tech Responsibilities	Rating				
Guides the vehicle in.	1	2	3	4	5
Raises the vehicle.	1	2	3	4	5
Removes the assembly.	1	2	3	4	5
Changes tires.	1	2	3	4	5
Repairs tires.	1	2	3	4	5
Inflates tires.	1	2	3	4	5
Balances.	1	2	3	4	5
Installs the assembly.	1	2	3	4	5
Lowers the vehicle.	1	2	3	4	5
Performs final torque.	1	2	3	4	5
Performs Tech L/R and Single Tech roles.	1	2	3	4	5
Effectively communicates and asks for help, when needed.	1	2	3	4	5

Feedback:

TRUSTED EXPERT CAPABILITIES

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

Cultivating Our People		Rating				
I ntegrity	• Displays high integrity and honesty in all matters; walks the talk.	1	2	3	4	5
	• 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.					
O ur People	• Actively seeks input from across the organization – encourages and listens to different viewpoints and perspectives.	1	2	3	4	5
	• Readily available to others, acting as a mentor to help others develop when needed.					
	• Easy to approach and talk to; builds good relationships with peers.					
	• Demonstrates compassion for others.					
O ur Customers	• Quickly gains trust and respect from his/her customers and people.	1	2	3	4	5
	• Listens carefully to customer’s immediate and true needs.					
	• Gets first-hand customer information and uses it for improvements in products and services.					
	• Creates an unexpected and personalized experience resulting in loyal customers.					
G rowth	• Confronts issues or conflicts promptly so they do not escalate.					
	• Keeps individuals informed of information or changes that may impact them.	1	2	3	4	5
	• Understands his/her role and responsibilities and the impact to the company.					
	• Seeks feedback to improve him/herself; acts upon the feedback received.					
A ttitude	• 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.					
	• Approaches work with a positive attitude and strong work ethic; helping to create a productive atmosphere.	1	2	3	4	5
	• 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.					
Overall Average Rating for Trusted Expert Capabilities:						

Feedback:

Merit increase recommended: Yes No

Signatures:

Manager:		Date:	
Sales Apprentice:		Date:	