

## “Living The DREAM” – Senior 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
<ul style="list-style-type: none"> <li>Did not meet performance standards</li> <li>Immediate improvement is required</li> <li>Employee may have been on a Performance Improvement Plan (PIP) or corrective action</li> </ul>	<ul style="list-style-type: none"> <li>Inconsistent performance</li> <li>Employee needs improvement or growth in areas of weakness</li> <li>Employee requires additional training, job experience, and/or feedback</li> </ul>	<ul style="list-style-type: none"> <li>Met all performance standards</li> <li>Solid, good performance was employee's norm</li> <li>Results were timely and accurate</li> </ul>	<ul style="list-style-type: none"> <li>Consistently exceeded performance standards</li> <li>Employee achieved results above expectations</li> <li>High performing employee; timeliness and quality of work is excellent</li> </ul>	<ul style="list-style-type: none"> <li>Employee achieved results well beyond expectations</li> <li>Contributed unique, innovative, and workable solutions to challenges</li> <li>Easily recognized as a top performer and excellent resource</li> </ul>

### 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				
<b>Inviting:</b> Builds relationships with customers under the umbrella of safety by gathering accurate data from the customer and the vehicle.	1	2	3	4	5
<b>Easy:</b> 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
<b>Safe:</b> 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:

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

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

Senior Assistant Manager	Rating				
<b>3 Phase CES:</b> Observes and coaches CES action items; communicates Daily Workflow Schedule, analyzes data and customer feedback; reviews CES Quality Report; reviews Email Collection and CDI Report to identify coaching opportunities with the team.	1	2	3	4	5
<b>Bank Deposits:</b> Updates daily reports; prepares and coordinates bank deposit drop-offs.	1	2	3	4	5
<b>Earn the Visit:</b> Observes and coaches ETV action items; creates a daily phone plan; reviews Mystery Shopper Reports and creates action plan for areas of opportunity.	1	2	3	4	5
<b>Accurate Wait Times &amp; CDI:</b> Ensures that team provides accurate promise times to their customers and always asks customers to provide/confirm a current email address and enter it accurately; shares the Voice of Customer Coach report every two weeks.	1	2	3	4	5
<b>Fleet:</b> Ensures that sales team can identify fleet customers, look them up correctly, call the Fleet Department when needed, fill out all required information, and use the Auto Integrate when applicable.	1	2	3	4	5
<b>Office Organization:</b> Maintains office Scoreboards; maintains file folder structure; ensures posting of required posters; ensures security of information; orders and maintains office supplies.	1	2	3	4	5
<b>Safety Leader:</b> Creates safety awareness through coaching and discussion; advertises safety, observes and coaches safe actions; completes safety inspections as needed; reports and investigates incidents.	1	2	3	4	5
<b>Store Security:</b> Performs daily open and close security checks, and monthly security inspections; creates awareness around security through discussion; coordinates Security Compliance Training.	1	2	3	4	5
<b>Wheels:</b> Coaches sales team to include wheels in their conversations with the customer; inspect the wheels/assemblies and share what is seen with the customer and ask questions that open up the conversation about wheel needs.	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.	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.					
Our People	• Encourages and listens to different viewpoints and perspectives.	1	2	3	4	5
	• 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.					
Our Customers	• Quickly gains trust and respect from his/her customers and people.	1	2	3	4	5
	• 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.					
Growth <i>(Self)</i>	• Keeps individuals informed of information or changes that may impact them.	1	2	3	4	5
	• 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.					
Growth: <i>Continuously Cultivating Our People</i>	• Coaches employees to improve performance, while modeling trust behaviors.	1	2	3	4	5
	• 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.					
Attitude	• 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 Servant Leader Capabilities:						

Feedback:

Merit increase recommended: Yes No

**Signatures:**

Store Manager:

Date:

Senior Assistant Manager:

Date:

Additional Feedback (if needed):