

“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"> 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 weakness Employee requires additional training, job experience, and/or feedback 	<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

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

Senior Assistant Manager	Rating
3 Phase CES: 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
Bank Deposits: Updates daily reports; prepares and coordinates bank deposit drop-offs.	1 2 3 4 5
Earn the Visit: 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
Accurate Wait Times & CDI: 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
Fleet: 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
Office Organization: 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
Safety Leader: 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
Store Security: 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
Wheels: 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
I ntegrity	<ul style="list-style-type: none"> • 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
O ur People	<ul style="list-style-type: none"> • 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
O ur Customers	<ul style="list-style-type: none"> • 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
G rowth (Self)	<ul style="list-style-type: none"> • 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: <i>Continuously Cultivating Our People</i>	<ul style="list-style-type: none"> • 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
A ttitude	<ul style="list-style-type: none"> • 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:

Store Manager:

Date:

Senior Assistant Manager:

Date:

Additional Feedback (if needed):