

“Living The DREAM” – Service Coordinator 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

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 and 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: <ul style="list-style-type: none"> Sending back-up sales to the showroom 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:

ADDITIONAL JOB PERFORMANCE

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

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:

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

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	<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"> • Actively seeks input from across the organization – encourages and listens to different viewpoints and perspectives. • 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. 	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 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. • Confronts issues or conflicts promptly so they do not escalate. 	1 2 3 4 5
G rowth	<ul style="list-style-type: none"> • Keeps individuals informed of information or changes that may impact them. • Understands his/her role and responsibilities and the impact to the company. • 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
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 Trusted Expert Capabilities:

Feedback:

Merit increase recommended: Yes No

Signatures:

Manager:		Date:	
Service Coordinator:		Date:	