

## “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"> <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 opportunity</li> <li>Employee requires additional training, job experience, and/or coaching</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>

### 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"> <li>Sending back-up sales to the showroom</li> <li>Expanding and collapsing service teams</li> </ul>	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

<b>Cultivating Our People</b>		<b>Rating</b>				
<b>I</b> ntegrity	<ul style="list-style-type: none"> <li>Displays high integrity and honesty in all matters; walks the talk.</li> <li>Does the right thing – more concerned with what is right than with being “right”.</li> <li>Exhibits humility; is modest about own importance and contributions.</li> <li>Demonstrates trust by promoting open dialogue and respecting confidentiality.</li> </ul>	1	2	3	4	5
<b>O</b> ur People	<ul style="list-style-type: none"> <li>Actively seeks input from across the organization – encourages and listens to different viewpoints and perspectives.</li> <li>Readily available to others, acting as a mentor to help others develop when needed.</li> <li>Easy to approach and talk to; builds good relationships with peers.</li> <li>Demonstrates compassion for others.</li> </ul>	1	2	3	4	5
<b>O</b> ur Customers	<ul style="list-style-type: none"> <li>Quickly gains trust and respect from his/her customers and people.</li> <li>Listens carefully to customer’s immediate and true needs.</li> <li>Gets first-hand customer information and uses it for improvements in products and services.</li> <li>Creates an unexpected and personalized experience resulting in loyal customers.</li> <li>Confronts issues or conflicts promptly so they do not escalate.</li> </ul>	1	2	3	4	5
<b>G</b> rowth	<ul style="list-style-type: none"> <li>Keeps individuals informed of information or changes that may impact them.</li> <li>Understands his/her role and responsibilities and the impact to the company.</li> <li>Seeks feedback to improve him/herself; acts upon the feedback received.</li> <li>Holds self accountable to commitments and takes responsibility for his/her actions; does not blame others.</li> <li>Continuous improvement: keeps self relevant through professional and personal development.</li> </ul>	1	2	3	4	5
<b>A</b> ttitude	<ul style="list-style-type: none"> <li>Approaches work with a positive attitude and strong work ethic; helping to create a productive atmosphere.</li> <li>Maintains composure: assesses the situation before responding and providing calm and clear information or direction.</li> <li>Has a safety mindset towards our work, each other, and our customers.</li> <li>Takes the time to acknowledge, share, and celebrate our wins and successes.</li> </ul>	1	2	3	4	5
<b>Overall Average Rating for Trusted Expert Capabilities:</b>						

Feedback:

Merit increase recommended:      Yes      No

**Signatures:**

Manager:		Date:	
Service Coordinator:		Date:	