

“Living The DREAM” – Service Tech 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 Tech Responsibilities | Rating | | | | |
|---|--------|---|---|---|---|
| Guides the vehicle in – Uses proper hand signals and stands to the side. | 1 | 2 | 3 | 4 | 5 |
| Raises the vehicle - Places the lift or jack accessories appropriately at solid raising points, then calls out "Going up in bay ____". After receiving confirmation that the area around the vehicle is clear, raises the vehicle until all tires being serviced have been raised, at minimum, past the first locking latch. | 1 | 2 | 3 | 4 | 5 |
| Removes the assembly – Performs an Off-the-Vehicle Inspection and inspects / buffs the hub. | 1 | 2 | 3 | 4 | 5 |
| Changes tires – Lubes the beads, uses proper body positioning, securely clamps wheel, and changes without using excessive force. If TPMS is present, the sensors are rebuilt every time. | 1 | 2 | 3 | 4 | 5 |
| Repairs tires – Follows USTMA repair procedures, dunks the tire, performs Off-the-Wheel inspection, and re-dunks the assembly when done. If TPMS is present, the sensors are rebuilt every time. | 1 | 2 | 3 | 4 | 5 |
| Inflates tires – Seals beads on changer not exceeding 10 psi, rolls tire in cage, and sets proper air pressure on the Autoflate. | 1 | 2 | 3 | 4 | 5 |
| Balances – Uses the correct clamping method, balancing mode, and wheel weights while observing the assembly spinning. | 1 | 2 | 3 | 4 | 5 |
| Installs the assembly – Inspects the hubs, presets each assembly, and pre-torques using the torque stick in a star pattern. | 1 | 2 | 3 | 4 | 5 |

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| Service Tech Responsibilities | | Rating | | | | |
|--|---|--------|---|---|---|---|
| Lowers the vehicle | – Ensures that all serviced assemblies are pre-torqued and then calls out “Coming down halfway in bay ____”. After receiving confirmation that the area around the vehicle is clear, lowers the vehicle until the tires touch the ground. After completing the torque procedure, calls out “Coming down all the way in bay ____”. After receiving confirmation that the area is clear, lowers the vehicle completely. | 1 | 2 | 3 | 4 | 5 |
| Performs final torque | – Torques all exposed lug nuts and slows down as they approach the click. | 1 | 2 | 3 | 4 | 5 |
| Tech L/R Role | – Completes work on assigned side of vehicle. | 1 | 2 | 3 | 4 | 5 |
| Single Tech Role | – Supports Crew Chief in preparing the vehicle for service and completes non-mirrored services. | 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

| Preserving and Strengthening Our Culture | | Rating | | | | |
|---|---|--------|---|---|---|---|
| Integrity | <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 |
| Our 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 |
| Our 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 |
| Growth | <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 |
| Attitude | <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 Tech: | | Date: | |