

“Living The DREAM” – Workflow 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

Workflow Assistant Manager	Rating				
Adjustment Service Area Process: Stages and stores adjustments; performs daily audit to adjustment inventory.	1	2	3	4	5
Air Checks: Observes and coaches air check actions, assess air check layout and equipment, analyzes air-check-customer feedback; create a daily air check plan.	1	2	3	4	5
Service Area Workflow: Observes and coaches workflow actions; communicates daily workflow schedule; assesses service area layout and equipment; analyzes CSL and observation data; conducts morning huddles.	1	2	3	4	5
CC Mentorship: Builds relationships with new Crew Chief; empowers Crew Chiefs to learn; personalizes the learning journey and training plan; delivers training to Crew Chiefs; coaches Crew Chiefs; consistently delivers Crew Chief Evaluations accurately and on time.	1	2	3	4	5
Equipment Maintenance: Consistently inspects equipment; coordinates and performs basic equipment maintenance; coordinates equipment repair, replacement; coordinates IT device repair and replacement.	1	2	3	4	5
SC Mentorship: Builds relationships with new Service Coordinator; empowers Service Coordinators to learn; personalizes the learning journey and training plan; delivers training to Service Coordinators; coaches Services Coordinators; consistently delivers Service Coordinator Evaluations accurately and on time.	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 <i>(Self)</i>	<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:

Manager:		Date:	
Workflow Assistant Manager:		Date:	