

## Sales Apprentice “GO SEE” Daily Audits

Store #: \_\_\_\_\_

Date: \_\_\_\_\_

Audit	Intent	Action(s)	Notes
<b>Accurate Wait Times</b>  (Support Marketing Assistant Manager)	<b>Empowering drive-in customers with accurate wait times to service their vehicle so they can best plan how they want to spend their time.</b>	<input type="checkbox"/> Use the checklist/ <a href="#">QAWT Visual Standard</a> with <a href="#">Journey Tracker Best Practice</a> to evaluate execution and the customer experience	
<b>CES with Treadwell, Mobility VTV, and Certificates</b>  (Support Senior Assistant Manager)	<b>Explaining the value of using Treadwell to make the best and safest decision, then creating customers for life and peace of mind with our Certificates that reduce an unexpected tire expense.</b>	<input type="checkbox"/> Observe the <a href="#">Treadwell Best Practice</a> to evaluate the execution of the customer experience  <input type="checkbox"/> Use the <a href="#">CES Lead Actions Checklist</a> to evaluate execution of the customer experience  <input type="checkbox"/> Observe the <a href="#">Certificate for Repair, Refund, or Replacement Program Best Practice</a> to evaluate the execution of the customer experience	
<b>Earn the Visit (ETV)</b>  (Support Senior Assistant Manager)	<b>Ensuring EVERY customer visits the store so we have an opportunity to earn their business.</b>	<input type="checkbox"/> Use the <a href="#">Earn the Visit – Shadow Observation Worksheet</a> to evaluate the execution of the customer experience	