

Weekly AOR Check In- Assistant Manager

Employee Name:

Store:

Manager Name:

Date:

ASSESSING THE GAUGES-STORE RESULTS

HAPPY EMPLOYEES			HAPPY CUSTOMERS			SELL MORE			SELL BETTER			MANAGE EXPENSE		
Expectation	Results		Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results
ST Overdue DTU	0											Inventory Variance	>5%	
Store 5s (1-10 scale)	10													

ASSESSING THE GAUGES-PERSONAL RESULTS

HAPPY EMPLOYEES			HAPPY CUSTOMERS			SELL MORE			SELL BETTER			MANAGE EXPENSE		
Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results
Overdue DTU	0 overdue		CDI-Trusted Expert	86%		Wheel %	10%		TRDW Conversion %	60%				
Overdue Talks	0 overdue		Quote Accurate Wait	80%		UPI			TRDW Mismatch %	>10%				
						ACC. AUR	\$2.00		Certificate %	>75%				
									Labor \$ per Unit	\$22.00				

LEADERSHIP RESPONSIBILITIES

1 = Does Not Meet	2 = Partially Meets/Developing	3 = Meets
<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

1 Recruiting / Training / Coaching / Mentoring

Service Tech Mentorship

1 2 3

2 Right Number of Qualified People Scheduled

3 Environment Ready

Service Area 5s
Building Maintenance
Inventory Storage

1 2 3
1 2 3
1 2 3

4 Clear Roles and Responsibilities

Receiving Crossdock
Supplies Ordering

1 2 3
1 2 3