

Weekly AOR Check In- Senior Assistant Manager

Employee Name:

Store:

Manager Name:

Date:

ASSESSING THE GAUGES-STORE 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%		Tires Gain	4 per day		TRDW Conversion %	60%				
Safety Engagement	100%		Email Collection %	12%		Wheels Gain	1 per day		TRDW Mismatch %	>10%				
Safety Score(SQDC)	8		CDI-Recommend	83%		VTV Scanner Use	80%							
			Quote Accurate Wait	80%		Phone Conversion %	50%							

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		Email Collection %	12%		UPI(use store avg)			TRDW Mismatch %	>10%				
			Quote Accurate Wait	80%		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

Sales Apprentice Mentorship

1 2 3

2 Right Number of Qualified People Scheduled

4 Clear Roles and Responsibilities

3 Phase CES	1	2	3
Accurate Wait Time & CDI	1	2	3
Be Honest Promise Earn	1	2	3
The Visit	1	2	3
Greeter Role	1	2	3
Fleet	1	2	3
Mobility VTV	1	2	3
Safety Leader	1	2	3
Wheels	1	2	3

3 Environment Ready

Office Organization

1 2 3