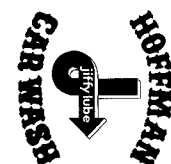




Exterior & Full Service Wash Performance Appraisal

Employee Name: _____
Work Location: _____

Position: _____
Review Date: _____



Performance Rating Description:

- Exceeds Expectations — Outstanding performance. Has exceeded in quality and scope of the major work objectives.
- Meets Expectations — Good performance. Has met the specified objectives. Performance is what is expected of a fully qualified and experienced person in this position.
- Fails to Meet Expectations — Poor performance. Has not met specified objectives. Performance of major job requirements is clearly unacceptable.

Areas of Evaluation:

- | | | | |
|---|---------|-------|---------------|
| 1. SAFETY — Adheres to safety practices and procedures including addressing unsafe conditions and proper use of PPE, chemicals and equipment. | Exceeds | Meets | Fails to Meet |
| 2. QUALITY — Consistently follows and practices set procedures specific to the particular work area. | _____ | _____ | _____ |
| 3. TECHNICAL KNOWLEDGE — Demonstrates appropriate knowledge of skills and procedures associated with: | | | |
| a) Full Service: vacuuming, drive on/off, vehicle prep, exterior supreme, express detail, tip handling and product knowledge. | _____ | _____ | _____ |
| b) Exterior: vehicle prep, cash handling, and product knowledge. | _____ | _____ | _____ |
| 4. CUSTOMER SERVICE/RELATIONS — Provides excellent service to out customers ensuring that they leave pleased with their experience. | _____ | _____ | _____ |
| 5. SALES — (Service Advisor/Exterior Attendant) — Knowledgeable in all areas of wash and is capable of presenting all services in a professional manner | _____ | _____ | _____ |
| 6. FACILITY — Maintains facility's interior and exterior in a manner consistent with the company's high standards. | _____ | _____ | _____ |
| 7. ATTENDANCE — Employee is punctual, stays within meal and break periods, and has a good overall attendance record consistent with company policy. | _____ | _____ | _____ |
| 8. TEAMWORK — Demonstrates the ability to cooperate, work, and communicate with others. | _____ | _____ | _____ |
| 9. OVERALL EVALUATION — Overall performance rating. | _____ | _____ | _____ |

COMMENTS/AREAS FOR FUTURE FOCUS:

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____

PAYROLL STATUS CHANGE FORM

(Approvals are required prior to discussion with employee)

Current Rate

New Rate

Effective Date

Next Review Date

\$ _____

\$ _____

Required Signatures:

General/District Manager: _____

HR Manager: _____

Payroll: _____

Date: _____

Date: _____

Date: _____