



Jiffy Lube Assistant Manager Performance Appraisal

Employee Name: _____ Position: _____
Work Location: _____ Review Date: ____/____/____



Areas of Evaluation

- | | Exceeds | Meets | Fails |
|--|---------|-------|-------|
| 1. SAFETY - Ensures that all employees are trained on the proper use of PPE, their safety features, MSDS, housekeeping, and also personally adheres to these safety practices. | _____ | _____ | _____ |
| 2. QUALITY - Consistently follows, and ensures employees follow, set procedures specific to the particular work area. | _____ | _____ | _____ |
| 3. TECHNICAL KNOWLEDGE - Is certified, can perform, and can train all employees on all duties associated with the following:
✓ JJI Certified: Signature Service, AT/GB, Radiator, Safety, Cashier/Courtesy, and QI.
✓ Mfg.: Fuel Service, Tire Rotation, Belt Replacement, Fuel Filter
✓ State/Special: NYS Inspection, A/C Recharge
✓ JJI Level 100: Completed Yes _____ No _____ JJI Level 200: Completed Yes _____ No _____ | _____ | _____ | _____ |
| 4. CUSTOMER RELATIONS - Provides excellent service to our customers ensuring that they leave pleased with their experience. Also able to handle complaints in a timely and professional manner. | _____ | _____ | _____ |
| 5. AVERAGE TICKET - Sells and explains services and products to customers in order to reach goals set by management.
Employee Target/Actual: \$ _____ / \$ _____ Store Target/Actual: \$ _____ / \$ _____ | _____ | _____ | _____ |
| 6. FACILITY - Maintains and directs the cleaning of the interior and exterior of the location in a manner consistent with the Company's high standards. | _____ | _____ | _____ |
| 7. INVENTORY - Able to perform weekly and monthly inventory and submit stock orders in accordance with procedures. Receives product shipments and enters them in the P.O.S. system properly. | _____ | _____ | _____ |
| 8. SCHEDULING - Schedules employees to ensure cost effective operations and controls labor to meet targets. | _____ | _____ | _____ |
| 9. STORE CONTROL - Functions as a Store Manager in his/her absence, opens/closes store, trains, supervises, and disciplines employees. | _____ | _____ | _____ |
| 10. ATTENDANCE - Employee is punctual, stays within meal and break periods, and has a good overall attendance record consistent with Company policy. | _____ | _____ | _____ |
| 11. TEAMWORK - Demonstrates the ability to cooperate with and get the cooperation of employees. Able to work and communicate with others effectively, especially during periods of high volume. | _____ | _____ | _____ |
| 12. OVERALL PERFORMANCE - 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: \$ _____ DM: _____ Date: ____/____/____
New Rate: \$ _____ HR MGR: _____ Date: ____/____/____
Effective Date: ____/____/____ PAYROLL: _____ Date: ____/____/____
Next Review Date: ____/____/____