# Jiffy Lube Supervisor 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: | | | |
| ✓ **JLI 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 | _____ | _____ | _____ |
| ✓ **JLI Level 100:** 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. **STORE CONTROL** - Functions as a Store Manager in his/her absence, opens/closes store, trains, supervises, and disciplines employees. | _____ | _____ | _____ |
| 9. **ATTENDANCE** - Employee is punctual, stays within meal and break periods, and has a good overall attendance record consistent with Company policy. | _____ | _____ | _____ |
| 10. **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. | _____ | _____ | _____ |
| 11. **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: $_____

New Rate: $_____ DM: _____ Date: ____ /____ /____

Effective Date: ____ /____ /____ HR MGR: _____ Date: ____ /____ /____

Next Review Date: ____ /____ /____ PAYROLL: _____ Date: ____ /____ /____

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