

JIFFY LUBE STORE STANDARDS

- I. **DEPENDABILITY**
 - A. You are expected to be ready to work at your scheduled time. Excessive absenteeism and tardiness may result in disciplinary action up to and including termination.

- II. **QUALITY OF WORK**
 - A. Service times: in line with store expectations (10 min. times on Signature Service)
 - B. Urgency: have a sense of urgency in moving from task to task
 - C. Procedures: follows JLI procedures
 - D. Problems>Returns: no "comebacks"
 - E. Service Reviews: complete, professional review with every customer

- III. **INTEGRITY**
 - A. Honesty to customer and to store

- IV. **JOB SKILLS**
 - A. Safety: follows safety procedures and uses equipment
 - B. Initiative: looks for productive things to do
 - 1. help with other cars
 - 2. clean work area
 - 3. stock area
 - 4. organize area
 - C. Teamwork: helps others without being asked
 - D. Customer Service: smiles, friendly, uses customer's last name, treats with respect, etc.

- V. **FOLLOWS DIRECTIONS:** follows supervisor's directions in shop

- VI. **APPEARANCE:** follows grooming standards as set forth in Employee Handbook

Signature

Date