**Jiffy Lube Crew Meeting Agenda**

**Store # \_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_**

**Customer Count (KPI)**

* Customer Count Ideas
* Speed of Service
* Wow Every Customer
* No Wait Signs
* Fleet Leads

**Sales and TA Goals**

* Complete inspections and service reviews (100% maintained or 100% informed)
* Why do we change oil? To find opportunities

**Google Review Rating (KPI)**

* 4.6 or better.
* Review latest reviews
* 5 Ft Rule

**Wage Goal/Labor as a Percent of Net Sales (KPI)**

* How Did We Do in Regard to the Goal?
* Make labor through increased sales and better inspections rather than cutting hours.
* Staffing is 0.016 LHPV for $1 in TA. As an example, if you have an $100 TA you would be allowed 1.6 LHPV.

**Tire Rotation Goal**

* Goal 16% and over
* Explain the importance of removing wheels and doing a proper inspection.
* Incentive: $1.00 for Greeter

**Customer Service Advisor**

* Complete Service Review
* Benefits>Features
* Complete ROC and ROC Responsibilities

**Quality/Mishaps**

* Current Issues
* JTSS
* TSB’s

**Training**

* Review Results and Progress

**Profitability**

* Monthly Performance vs. Last Year
* Areas for Improvement

**Mystery Shop Review**

**Harassment/Discrimination**

* Review Policy and understand that it includes not only employees but interactions with vendors and customers.
* Zero Tolerance

**Standards of Conduct and Work Availability**

* The store will schedule for the business needs. There may be times when time off will not be able to be granted.
* If asked you may be required to work longer than your scheduled shift depending on the needs of the business. Example: If you are scheduled from 8 AM – 4 PM and we are busy at 4 PM you may be required to work until we are not busy.
* Review 2.13 Professional Standards of Conduct

**OpEX/Facility/Cleanliness**

* Review at Least One Clean and Tidy
* Activity boards and their use
* Equipment Issues
* Facility Issues

**Employee Benefits**

* Two free oil changes per year
* Insurance benefits – [www.myjiffyforms.com](http://www.myjiffyforms.com) benefit page for monthly updates (for full time staff 30+ hours weekly)
* Medical, Dental and Vision
* ING 401(k), PTO benefits (for full time staff 30+ hours weekly)

**Lubricar Cares**

* Reference Lubricar Cares Summary Plan Document and explain program.
* This document can be found on www.myjiffyforms.com.

**Torque Procedures**

* Wheel Installation / Torque Procedures as part of the ROC
* Wheel Installation / Torque Procedures as an ancillary
* Caliper Bolts Quality Inspection
* While doing all other B&S work always refer to Alldata for torque specifications
* Drain Plugs
* Toyota T-case plugs

**Other Issues**

**Attendance**

**Print Name Signature**