



WE DO MORE THAN JUST OIL CHANGES.

Lubricar Comprehensive Report - 2023 - 430 Items

DATE:

Manager On Duty:

TIME:

DISTRICT:

0.00%

EMPLOYEE TRAINING

NOTES

YES

NO

N/A

SCORE

1	Training Folders in place (separate from personnel folders)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Proficiency Exams on file for all employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Store management fully certified, including Proficiency Tests for all positions and ancillary services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Promoted CSA(s) current in all required CBT Modules (NO if no promoted CSA in service center)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Training Files neat and in order (training tracker order) enabling them to be checked easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	100% Dashboard (90% if Leadership falls short)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	100% Orientation, Safety, Products, and Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	100% First Position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	80% Second Position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	80% Third Position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	60% Fourth Position	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	40% Service Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	50% Service Specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	25% Advance Specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	100% Management Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	50% of Non-Management Personnel proficient in CSA position.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	New CSA Identified and in process of being trained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	CBT area has a place to sit and over the ear-earphones available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	Pay rates commensurate with Training Completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	MIT identified and Development Track in progress/complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TOTAL TRAINING ACHIEVED/AVAILABLE		0	0	0	0
EMPLOYEE TRAINING RESULTS %					0.0%

Notes:

H.S.S.E.

NOTES

YES

NO

N/A

SCORE

1	All employees are wearing the required Personal Protection Equipment at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	All bay openings have functional bay covers and are being utilized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Customers safely/properly escorted in bay area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Upper Bay/Lounge free from Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Lower Bay free from Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Building Exterior free from Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Vehicles Guided in/out properly (front/back)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Safe conduct/Safe practices being carried out by team members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Waste disposal practices satisfies all local and JLI Policies and Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Spill Kit available with 200 lbs of additional floor dry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Oil hoses have no braiding showing/No leaks in oil hoses, fittings, lines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	No AIR leaks in lines/hoses. Hoses not repaired with hose clamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Electric Panel has 3ft of clearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Daily Lift Inspections are conducted and kept on file	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Load Ratings clearly marked on lifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	First Aid Kit clean, accessible, and stocked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	Bloodborne Pathogen Kit available and in serviceable condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Evacuation Plan and Emergency Contact number posted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	Fire Extinguishers Inspected Monthly with annual check and sign present	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	Eye Wash Station Inspected Monthly - tank empty (Minimum 30 gallon)/sign present	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	OSHA 300 forms are filed and complete (Current 300A posted if between February 1st and May 1st)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	SPCC Plan is current and complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	All safety signage is maintained and used properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	Monthly mandatory Safety Meetings are held and documented - last 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TOTAL HSSE ACHIEVED/AVAILABLE		0	0	0	0
HSSE RESULTS %					0.0%

Notes:

CUSTOMER EXPERIENCE/SERVICE CYCLE		NOTES	YES	NO	N/A	SCORE
1	Store Management and Team are actively working on BHAG (list 5 ways in comments)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	All employees are well-groomed & in proper uniform-(no hanging lanyards)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	All employees ensure that customer contact creates positive customer experience		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Fresh, good tasting, free hot coffee available to customers		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	2 air pots available for hot coffee and in use. Coffee maker clean, and not in customer area.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Cream, Sugar, Calorie free sweetener and stir sticks available		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Soda Machine/Nozzles clean		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Cups available for Coffee and Soda		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	No handles policy is used from beginning of service through the "Vehicle Handover/Farewell"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Employees execute the "5 - Foot Rule"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	"Pledge of Satisfaction" and "Owned and Operated By" signs are properly displayed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Values and Vision Statement 2X2's displayed in lobby		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Lubricar Values and Vision Statement are communicated and known by team members		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Employee CBT certification plaques are displayed and current (within 3 months)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TOTAL CUSTOMER EXPERIENCE ACHIEVED/AVAILABLE

0 0 0 0

TOTAL CUSTOMER EXPERIENCE RESULTS %

0.0%

Notes:

FACILITY APPEARANCE (Reference: Guide to Excellence)		NOTES	YES	NO	N/A	SCORE
1	Exterior/Landscaping meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Gravel Re-Raked frequently with no weed block showing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Paved surfaces are well maintained and free of debris		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Landscaping, lawn, grass should be evenly cut		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Trees, shrubs, bushes neatly trimmed. Free from weeds (if it looks like ours--it is ours!)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Lot should be free from garbage, cigarette butts		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	All paved areas should be free from oil or grease that could leave residue on customers shoes		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	No weeds or grass growing through cracks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Building upkeep and Signage meet the Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Building should be structurally safe and in good repair		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Building walls clean, well maintained, and free from graffiti		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Paint should not be peeling, stained, badly faded. Paint scheme should match approved colors		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Curbs, bollards should be well-maintained		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Light and Light covers in Signage clean and well maintained		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Signage clean and free from damage, cracks, or missing pieces		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Signs/Poles free from cracks, chipped paint, and is not faded		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	Dumpster area meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Gates should function properly and be closed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	Must have Lid(s) & Lid(s) should be closed when not in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	Clean and free from spills		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	Free from dirt, grime, graffiti, etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	"Guide to Excellence" available on every bay, write up and greeter station desktop.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	Lounge meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	Floors, and walls should be free from grime, dirt, smudges etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25	All doors should function properly and be free from dirt, grime, smudges, scuffs, etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26	Door actuators should be functioning properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27	Door handles should be tight and functioning properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	Door kick plates should be clean and shiny		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29	Exit door should contain approved JL decals		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30	Windows should be clean and free from dirt, grime, smudges etc on both sides		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31	Windows should be in good repair with no cracked glass		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32	All vents should be clean and free from debris		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33	Tape is not used to hang POP, notes, etc in lobby/greeter stations		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34	Beverage area is clean, organized, stocked, and all equipment working properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35	POP current and in good condition with everything in frames except window clings		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36	Appropriate, adequate, and current reading materials are available to customers in the lounge		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37	AutoNet TV operational and current month playing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38	Chairs should be clean, not blocking doors, free from scratches or tears, and sit firmly on ground		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39	Lounge has proper heating/cooling to make it comfortable for customers		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40	Cashier Station is neat, clean, and well organized with no evidence of food or drink		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41	Hand Sanitizer available for Customers/Employees		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		NOTES	YES	NO	N/A	SCORE
42	Customer restroom meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
43	Doors, walls, ceilings, vents, mirror, sink, and fixtures should be clean with no missing tiles		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
44	No excessive odors		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45	Floors, baseboards should be clean and free from dirt, grime, stains, spills, etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
46	Door should be functioning and lock properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47	Cleaning supplies (brushes, plunger) not stored in restroom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48	Soap container should be at least 1/4 full		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
49	Trash can clean and have a liner in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
50	Paper Towel Dispenser should be at least 1/4 full		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
51	Toilets should operated properly, with lid correctly attached, and be clean inside and out		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
52	Toilet paper should have an adequate supply (at least two rolls)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
53	Greeter station meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
54	Monitor positioned so customer can see screen		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
55	Monitors clean & free from smudges. Counter & Keyboards clean & free from debris.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
56	Approved signage/pamphlets should be current and not faded or torn		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
57	Personal items should not be stored in/on Greeter Station		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
58	POP available-Such as Bug Wash/De-Icer, Headlight Restoration info, Test Strip info		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
59	Manager's office/area meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
60	Floors, and walls should be free from grime, dirt, smudges etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
61	Managers desk, keyboard, monitor should be clean and organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
62	All items on desk (calculator, pen storage, inbox) should be clean and organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
63	Desk should remain uncluttered		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
64	Backroom/Tank/Storage room meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
65	Doors, ceilings, walls, and Floors should be clean and free from dirt, grime, smudges, stains, etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
66	Equipment should be clean and organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
67	Inventory and misc supplies should be organized and easily accessible		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
68	Door should remain closed when not in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
69	Employee restroom meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
70	Doors, walls, ceilings, vents, mirror, sink, and fixtures should be clean with no missing tiles		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
71	Floors, baseboards should be clean and free from dirt, grime, stains, spills, etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
72	Door should be functioning and lock properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
73	Soap container should be at least 1/4 full		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
74	Trash can clean and have a liner in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
75	Paper Towel Dispenser should be at least 1/4 full and battery functional (if applicable)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
76	Toilets should operated properly, with lid correctly attached, and be clean inside and out		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
77	Toilet paper should have an adequate supply (at least two rolls)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
78	Lower Bay meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
79	Clean Vacuum unit and hose		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
80	Floors should be clean and free from dirt, grime, spills etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
81	Aisles should be clean and free from clutter		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
82	No spilled product present (leaks addressed in HSSE)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
83	All mops, brooms, drums kept in the appropriate area		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
84	V-Pans clean without debris		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
85	Oil Vessel Available and in Use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
86	All walls/ceilings should be free from dirt, grime, spills, etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
87	Lower bay should be well lit and all bulbs functioning		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
88	Light covers should be in place and free from cracks or missing sections		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
89	All shelves should be clean and neatly organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
90	All tools should be clean and neatly organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
91	Upper Bay area meets Standards for Excellence		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
92	Floors, walls & ceilings should be clean and free from dirt, grime, spills etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
93	Trash cans clean with liner in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
94	Fender Covers are clean and in Good Repair		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
95	Drink area for employee designated, clean, and in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
96	Monitors clean and free from smudges. Keyboards clean and free from debris		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
97	Oil consoles should be free from oil, grease, paint chips.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
98	Oil Buckets are labeled, clean, and dirt free		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
99	Oil Vessel Available and in Use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
100	Bay podiums equipped to standard		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
101	Bay Doors and Windows Clean - Also, no cracked or broken panels		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
102	No unauthorized signs or decals		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
103	All bay doors have rollers on doors and tracks and functioning properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		NOTES	YES	NO	N/A	SCORE
104	Bay doors have functioning locks/locking mechanisms		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
105	Bay doors open/closed dependent upon outside temperature/weather (32 degree rule in effect)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
106	Brakes and Services Bay Clean and Organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
107	Torque stick set complete (All Stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
108	Torque wrench available and operational plus spare (All Stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
109	Brake Fluid exchange machine clean and complete (All Stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
110	Brake suction machine clean available and operational (All Stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
111	Dot 4 Brake fluid gallons in stock (All Stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
112	Impact guns and sockets available and utilized plus spare (All Stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
113	Fender covers available/clean for B&S work (All Stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
114	Tool Boxes clean and organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
115	All Gear wrench tool sets complete		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
116	Impact socket set complete		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
117	Tool cart clean, organized and utilized properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
117	Glass cart/toolbox is organized. Repair machine is clean. Gaskets are fresh. Resin, pit filler in stock		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
118	Brake Fluid Cleaner available in sure shot and 5 gallon tank		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
119	Complete socket sets		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
120	Brake Lathe Clean and Maintained - (Basic clean-Daily; Thorough clean-Weekly)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
121	Brake Lathe tool and lug nut set complete		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
122	Scan Tool available and secure		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
123	Tire changer clean and maintained		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
124	Tire balancer cleaned and maintained		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
125	Oil evacuation machine clean with all six hoses and two fittings available		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
126	Tire Machines Clean and organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
127	TPMS sensors in stock		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
128	TPMS scan tool correct and in working order		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
129	Correct Tire Patches being used and in stock		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
130	Groove Glove being used and operational		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
131	Aligment Lift Clean and operational		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
132	Employee area should be neat, clean and well organized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
133	Microwave and Refrigerator should be clean and sanitized		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
134	Electronic Message Board or Reader board in use and current		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TOTAL FACILITY ACHIEVED/AVAILABLE

0 0 0 0
0.0%

TOTAL FACILITY RESULTS %

Notes:

OPERATIONS

		NOTES	YES	NO	N/A	SCORE
1	Proper telephone techniques are used according to dialog		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	All vehicles are scanned and invoiced (excludes tire checks)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Customer Rally Performed daily & 5 minutes prior to Store Opening		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Positions filled w/no. of employees working		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Enough Crew Present		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Policy / System in place to reduce number of drive off's (MGR actively involved w/ drive offs)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Holding No Wait Sign when business is slow		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Greeting Customers with Mobile Bay Station		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Proper use of all updated verbal calls and responses		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Downtime Activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	J-Team displays a sense of urgency by (Based on 4 or 5 person Team)					
11	* Greeting all customers within 10 seconds		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	* ROC is complete including Cabin Air Filter when applicable		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	* UBT is "Adding Oil" at specified interval		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	* All tires properly inflated within 2 minutes		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	* Vacuuming and Windows properly completed within 5 minutes		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	* One car in specified Interval "Hood up to Hood down"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	CSA productivity tracked by Mgt		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Mgt/CSA-login/quote-Omega/GlassLinks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		NOTES	YES	NO	N/A	SCORE
19	Missed NO Opportunities for Sale		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	Mgt actively promoting & talking about sales		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	Mgt celebrates sales as win/Or review when no sale		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	Workorders are never unlocked because we are using Mighty		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	Mgt using Category Tracker in some form		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	Courtesy Tools available		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25	Keys on Board - Not left in vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26	Otto Care, Bay Stations, and Cashier Station functioning properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27	No Wait Sign clean and in Good Repair		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	Fleet Leads generated/submitted		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29	All oil guns are labeled and working properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30	All GL-5 guns are working properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31	All grease guns are working properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32	All differential pumps are working properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33	All ancillary service equipment is working properly (Tire Rotation/BFE addressed in B&S section)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34	Windshield repair equipment clean, in good repair, and ready for use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35	Battery Tester, cleaning and replacement equipment in good repair and ready for use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36	HRS Supplies in stock and ready for use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37	Ancillary machines should be clean and free from spill, stains, and leaks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38	Ancillary machine wheels should be in good working order		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39	Ancillary machine hoses should be clean and functioning properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40	Ancillary machines have all switches, backs, and nobs, clean, and functioning properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41	Ancillary Equipment have covers and covers are in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
42	All other Equipment working properly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
43	Electrical cords in good condition and have three prongs (if applicable)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
44	Driveway Bell working properly with enough hose to alert J-Team to presence of customers		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45	Compressor Drained Nightly/Oil Level Correct/Air Filter clean/Oil Change Log complete and up to date		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TOTAL OPERATIONS ACHIEVED/AVAILABLE			0	0	0	0
TOTAL OPERATION RESULTS %						0.0%
Notes:						

JTSS PROCEDURES

COURTESY TECHNICIAN (CT)		NOTES	YES	NO	N/A	SCORE
1	CT releases places floor mat releases hood/Rolls Down Windows/Unlocks Doors/Drives in Vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Communicates dash lights		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Resets Oil Change Indicator		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Breaks away if open bay, after staging primary vehicle to stage/Greet secondary vehicle, then returns to primary		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	CT uses proper Greeting procedures		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	CT checks tread depth if Tire Rotation (use Groove Glove in tire stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Check Brakes (flashlight/bore scope) if no Tire Rotation (use Groove Glove in tire stores)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Tests Battery		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Removes Cabin Air Filter		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	(If tire rotation) CT verifies blocks are set on D/S		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	CT gets all tools for Tire Rotation and sets by drivers front tire (including extra socket for UBT)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	UBT/CT Raises Lift (Makes call and gets responses)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	CT removes lugs with impact gun, removes D/S front tire and inspects tire while moving it to the back		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	CT removes lugs with impact gun leaves tire on car		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	CT removes lugs with impact gun, removes P/S rear tire and inspects tire while moving it to the front		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	CT removes lugs with impact gun, leaves tire on car		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	CT installs lug nuts on all wheels per torque spec in this order: D/S front, D/S rear, P/S rear, P/S front		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	CT Lowers lift (Makes call and gets responses)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	CT properly completes cleaning windows		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	CT completes vacuuming and calls "Courtesy Complete Bay #"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	CT installs CAF when complete if not installed at this point		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	CT helps begin the next vehicle if Manager is available		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	Properly drives vehicle out of bay when appropriate		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	CT uses Proper JTSS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

UPPER BAY TECHNICIAN (UBT)

		NOTES	YES	NO	N/A	SCORE
25	Communicate type of service to team as vehicle enters with correct call		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26	UBT checks front lights and headlight condition noting any opportunities on Mobile Bay or Post-It pad		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27	Checks D/S WS wiper and looks for damage on WS noting any opportunities on Mobile Bay or Post-It pad		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	Receives dash light information from CT noting any opportunities on Mobile Bay or Post-It pad		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29	Checks rear lights and rear wiper if applicable noting any opportunities on Mobile Bay or Post-It pad		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30	Checks P/S doors to see if unlocked		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31	Checks P/S wiper blade and rechecks condition of windshield noting any opportunities on Post-It pad		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32	UBT raises hood and properly places fender covers on each fender		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

33	UBT checks transmission fluid and makes proper call		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34	UBT checks oil level prior to service, removes oil cap, makes "Signature Service, Ready to Drain" call		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35	Breaks away if open bay to stage secondary vehicle, then returns to primary (3 or 4 way only)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		NOTES	YES	NO	N/A	SCORE
36	Communicate OF/Torque/Mighty/TG/Tire Torque if this has not been done by CSA or TL		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37	Requests "Under vehicle conditions"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38	Gets quote in Omega Glass for damaged windshield. Delivers with ROC		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39	Completes the ROC - Delivers ROC (Tool belt or driver/bits used)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40	UBT or MGR physically verifies new OF & plug replacing gasket (not necessarily at same time)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41	(If tire rotation) UBT make appropriate call to inform the LBT of Tire Rotation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
42	UBT inspects D/S front brake system and notifies CSA if problem found		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
43	UBT removes D/S rear tire and inspects tire while moving it to the front		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
44	UBT installs former D/S rear tire to D/S front and installs bottom lug nut (grabs top of tire to verify tightness)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45	UBT inspects D/S rear brake system and notifies CSA if problem found		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
46	UBT installs former D/S front tire to D/S rear and installs bottom lug nut (grabs top of tire to verify tightness)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47	UBT inspects P/S rear brake system and notifies CSA if problem found		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48	UBT removes P/S front tire to rear and inspects tire while moving it to the back		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
49	UBT installs former P/S front tire to P/S rear and installs bottom lug nut (grabs top of tire to verify tightness)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
50	UBT inspects P/S front brake system and notifies CSA if problem found		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
51	UBT completes ROC screen		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
52	UBT returns to P/S front, installs tire, and installs bottom lug nut (grabs top of tire to verify tightness)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
53	UBT gets torque wrench and sets to proper torque		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
54	UBT uses torque wrench on all lug nuts in star pattern		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
55	UBT adjusts tire pressure using Man or Cust Rec Recommendations - UBT cannot leave vehicle from this point		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
56	UBT checks and tops off all the required fluids, wiping each cap before and after opening		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
57	UBT adds the requested brand and proper amount of oil to each vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
58	UBT gathers and installs old/new parts from returned ROC (primary responsibility)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
59	UBT Invoices & Forwards Invoice to Cashier (primary responsibility)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
60	UBT starts the vehicle using proper procedures and calls out the "Pressure Up" command		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
61	UBT properly turns off the vehicle, makes the proper call, observes the LBT's Quality Inspection		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
62	UBT properly completes the UBT Quality Inspection		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
63	UBT closes hood once lower bay portion complete and skid plates reinstalled, checks that hood is secure		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
64	UBT uses Proper JTSS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	LOWER BAY TECHNICIAN (LBT)	NOTES	YES	NO	N/A	SCORE
65	LBT properly opens the bay covers and visually inspects the vehicle for any unusual conditions		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
66	(If tire rotation) LBT sets blocks on both D/S and P/S		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
67	LBT hands up oil filter for verification, drain vehicle and hand up plug for inspection and change of gasket		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
68	LBT properly lubricates all the chassis fittings, where applicable		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
69	LBT removes the old oil filter, checks oil filter spindle and gives the proper command		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
70	LBT properly installs the new oil filter (canister must be torqued), and helps with UB filter in most cases		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
71	LBT calls out the "Ready for Oil" and torque setting after drain plug tightened to proper torque		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
72	LBT properly checks all gearboxes, adds proper fluid if required (Toyota Trans/Trans case proper torque)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
73	LBT properly performs the oil pressure check and required command		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
74	LBT properly communicates the under vehicle status to UBT/TL		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
75	LBT cleans up vehicle properly to ensure no drips occur		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
76	LBT does not excessively wash down vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
77	LBT properly completes the Quality Inspection verifying torque while UBT observes		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
78	LBT properly closes bay cover and gives proper response to UBT's command to leave		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
79	LBT uses Proper JTSS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	CUSTOMER SERVICE ADVISOR (CSA)	NOTES	YES	NO	N/A	SCORE
80	CSA/Mgr/SvcTech/CT greets using Mobile Bay Station and uses proper initial greeting		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
81	CSA uses Mighty; calls out OF/CAF location and time, and torque spec for drain plug/canister if needed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
82	Internal Quote for TG is up and running and being used		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
83	CSA scribes for UBT if no other greet/check in is required (using mobile bay if equipped)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
84	Customer taken to Service Review when appropriate (CSA reviews the ROC and recommendations prior to SR)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
85	CSA introduces themselves as part of a smooth transition into Service Review		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
86	Proper CSA interaction, if the fundraiser is open CSA reviews (MOW or MDA) with customer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
87	CSA covers Air Filter immediately upon receiving it (if not Brand New)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
88	Flagged items are discussed with each customer, including Tire Scans/have Tire Profiles opened on the CSA station		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
89	CSA discusses Rock Chip Repair options with customer/ starts with insurance option		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
90	CSA discusses windshield quote with customer, offers to schedule with call center, enters quote in GROW		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
91	CSA reviews vehicles' manufacturers' recommendations/uses term "Manufacturer's Recommendations"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
92	Fuel System Cleaning & Bug Wash / De-Icer discussed with customer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
93	CSA hands copy of vehicle Service Report to customer and explains		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
94	CSA provides customer with estimate using time of day and cost		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		NOTES	YES	NO	N/A	SCORE
95	Service review information presented to the customer in a personal, educational and informative manner		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

96	CSA gathers old and new products and delivers these items back to the vehicle with urgency		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
97	Minimum of 3 minute service review when appropriate		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
98	CSA checks for any needed check ins or greets		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
99	CSA installs air filter on primary if needed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
100	CSA uses Mighty on 2nd; calls out OF/CAF location and time, and torque spec for drain plug/can if needed		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
101	CSA uses Proper JTSS, CSA understands how to use AllData and Snap etc.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

CASHIER FUNCTION (CSA/MGR/FLOATER)		NOTES	YES	NO	N/A	SCORE
102	Cashier refers to all customers by last name and salutation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
103	Cashier properly presents Oil Change Schedule (OCS)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
104	Cashier verifies the customers email, name, address and phone number if they did not write up customer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
105	Cashier accurately reviews the entire invoice (not rushed)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
106	Cashier asks customer if they have any questions after reviewing invoice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
107	Cashier asks customer if they would like email copy of invoice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
108	Cashier explains the "Free Refill" policy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
109	Cashier thanks the customer and ask them to return.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
110	Cashier following Coupon/Discount policy per protocol		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
111	Cashier gives out other service information flyers or current promos		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
112	Cashier is friendly and genuine with their verbal delivery		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
113	Cashier opens lounge door for customer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
114	Cashier opens customers vehicle door, installs window sticker, and thanks customer		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
115	Cashier understands how to process an eCommerce transaction		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

GREETER/MANAGER (MGR)		NOTES	YES	NO	N/A	SCORE
116	MGR greets new customers when necessary -		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
117	Scan VIN , Input plate & mileage		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
118	Procedure Checking in the customer at the vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
119	Gather/ Verify customer information		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
120	Properly discuss "driving style" screen (most people do severe driving)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
121	Uses Proper greeting script comments when covering ROT		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
123	Help customer make oil selection using ESM to verify weight, grade, and amount		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
124	Add any coupons to estimate		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
125	Have customer sign electronic estimate via mobile bay station. Everything completed at vehicle		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
126	Write down service code(s), time of day, special requests on windshield		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
127	Open vehicle door, "Please follow me into the lounge" Give lounge orientation. (Can have another assist if additional)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
128	Inform customer a Customer Service Advisor will be returning with vehicle inspection results.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
129	Verify and answer any questions customer may have so far.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
130	Greeter converts to MGR on 5 way and up if no additional vehicles need Greeted		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
131	MGR ensures ROC on secondary vehicle completed before moving back to primary		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
132	MGR supports the UBT in verifying new oil filter number and inspects oil plug, replaces gasket		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
133	MGR helps with installs if available		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
134	MGR requests under vehicle status		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
135	MGR properly completes checkpoints screen		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
136	MGR completes and sends invoice to cashier whenever possible to support UBT		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
137	MGR/Floator properly performs ring out when appropriate		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
138	MGR ensures all team members are in the proper positions		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
139	MGR ensures proper Floor Control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
140	MGR Supervises J-Team ensuring all are "hustling"		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
141	MGR ensures secondary vehicle brought in at appropriate time		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
142	MGR becomes CT on secondary vehicle if CT/Svc Tech/Extra person is available; CT now becomes UBT		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
143	MGR ensures vehicles that are first in, are first out (unless ancillary)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
144	MGR is anticipating bottlenecks and handling problems		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
145	MGR communicates changes in positions/reassigns team as necessary to adjust to current conditions		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
146	MGR ensures J-Team members perform their secondary tasks as appropriate		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
147	MGR ensures all stations are cleaned and stocked after each rush period		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
148	MGR uses proper JTSS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TOTAL JTSS POINTS ACHIEVED/AVAILABLE			0	0	0	0
TOTAL JTSS RESULTS %						0.0%

Notes:						

SCHEDULING		NOTES	YES	NO	N/A	SCORE
1	Is Schedule posted on a timely basis with two schedules posted when appropriate?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Overtime within reason (less than five hours per week scheduled/given); Over 5 hours approved by DM		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Posted Schedule matches the Scheduler that was sent, changes approved by DM		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Schedule with notes on it; Stapled to timesheet reports		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Labor Percent - meets goal (prior month)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Lunches scheduled and given		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

7	Employees do not clock-in late	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Employees do not clock-in too early (Mgr approval for more than 10 min early)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Employees "Ready for Work" at clock-in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Staffing level appropriate, enough available hours and coverage; B&S, Ancillaries, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Staffing appropriate to store structure (TG, BFE only, B&S)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Special circumstances taken into consideration when scheduling (Holidays, construction, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TOTAL SCHEDULING POINTS ACHIEVED/AVAILABLE

0 0 0 0

TOTAL SCHEDULING RESULTS %

0.0%

Notes:

STORE LEADERSHIP		NOTES	YES	NO	N/A	TOTAL
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1	Current reference aids/books/hotline phone numbers/Lift books/Login-Password sheet available		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Key Performance Indicators (KPI's) are communicated and known by management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Manager demonstrates ability to delegate effectively		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	HRMS/Corrective Actions are current, and being used properly by Store Manager		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Effective use of checklists/spreadsheets/Email and other time management tools		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Manager had current 90 Day Plan and LIONS forms being used with employees		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Inventory organized and stocked.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	End of Month inventory counts contained all categories		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Inventory received on day delivered		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Inventory Spot Check - OIL/ATF/AFC/INS (80% accurate to pass)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Inventory Valuation Report free from individual parts/categories containing unreasonable valuations		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Inventory Valuation Report shows that Inventory Level is within acceptable limits (not excessive inventory)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Inventory adjustments appropriate (not excessive--more than 1 case/several gallons)?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Descriptions for inventory adjustments complete and contain enough information?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	No Wildcards were used when part/service exists		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Request for new part number made instead of multiple use of Wildcard for same part		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	All Wildcard information fields are completed (TG & B&S Quotes as well)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Wildcard descriptions are complete and with description and part number		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	Top off's are being recorded correctly and invoices are generated		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	Abuse of Top Off's allowed (be reasonable taking customer service/history into account)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	All large quantity Top Off's are sufficiently explained w/supporting documentation when necessary		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	Comments/Reasons on Invoice Exception report are complete, accurate, and contain enough information		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	All aborted workorders are performed by Management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	Cash Drawer Audit Report reviewed for incorrectly utilizing coupons/discounts (30 days)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25	There are no partially open cases particularly oil filters and bottled oil		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26	Manager has good understanding of P&L, General Ledger and reviews monthly		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27	Oil Filter reconciliation is good for prior month (variance of less than 10 filters)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	Lost Sales Log on bay, in use and utilized for ordering product		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29	Review GROW invoices for accuracy (customer information, proper discount process, etc.)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30	Deposits made on a Daily Basis and always secure		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31	Mid-Day Count Balances/Deposit Correct including TG Drawer (if applicable)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32	Safe Operational and in use		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33	Fleet Corrections Up to Date/None going to Bounty Hunter		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TOTAL STORE LEADERSHIP ACHIEVED/AVAILABLE

0 0 0 0

TOTAL STORE LEADERSHIP RESULTS %

0.0%

Notes:

TOTAL POINTS ACHIEVED	0
TOTAL POINTS AVAILABLE	0
TOTAL OVERALL SCORE %	0.0%