	Jiffylube Lubricar Comprehensive Report - 2023 - 430 Items			DATE:					E:			
	multicare" We do more than just oil changes.	Managor On Duty: TIME:						ICT:		0.00%		
		EMPLOYEE TRAINING	NOTES	Y	ΈS		N	0	N/A	SCORE		
1	Training Folders in place (sepa	arate from personnel folders)?						ו				
2	Proficiency Exams on file for a	Il employees?					C	ן				
3		ed, including Proficiency Tests for all positions and ancillary services?						]		_		
4		required CBT Modules (NO if no promoted CSA in service center)			┥		Ļ		<u> </u>			
5 6	100% Dashboard (90% if Lead	r (training tracker order) enabling them to be checked easily		$\square$	┥	+	┝	<u> </u>	⊢⊢			
7	100% Orientation, Safety, Pro	· · ·		$\vdash$	╡	╉	┢		H			
8	100% First Position				╡	╈		í	Н			
9	80% Second Position			Π	5		Ē	j				
10	80% Third Position						C					
11	60% Fourth Position			Ц				]				
12	40% Service Technician				┛	+	╘		<u> </u>	_		
13	50% Service Specialist				┥	+	╞		⊢⊢			
14 15	25% Advance Specialist 100% Management Training				╡	+	┝		⊢⊢	+		
16		sonnel proficient in CSA position.			╡	╉	┝		H			
17	New CSA Identified and in pro				=	+	7	1	H			
18		d over the ear-earphones available			5	╈		j				
19	Pay rates commensurate with	Training Completed					Ē	j				
20	MIT identified and Developme	nt Track in progress/complete						]				
		TOTAL TRAINING ACHIEVED/AVAILABLE			0		0		0	0		
		EMPLOYEE TRAINING RESULTS %								0.0%		
		H.S.S.E.	NOTES	Y	ΈS	Т	NC	C	N/A	SCORE		
1	All employees are wearing the	required Personal Protection Equipment at all times					C	]				
2		al bay covers and are being utilized										
3	Customers safely/properly eso				┛	+				_		
4	Upper Bay/Lounge free from H	azards			┥	+	┝		<u> </u>			
5 6	Lower Bay free from Hazards Building Exterior free from Haz	rande			╡	+	┝		╶┝┥	+		
7	Vehicles Guided in/out properl				╡	+	┢		H			
8		eing carried out by team members		H	╡	╈	F	í	Н			
9	Waste disposal practices satis	fies all local and JLI Policies and Procedures					Ē	j				
10	Spill Kit available with 200 lbs	of additional floor dry										
11		owing/No leaks in oil hoses, fittings, lines				$\perp$						
12	No AIR leaks in lines/hoses. H Electric Panel has 3ft of cleara	loses not repaired with hose clamps			┥	+	╘	ļ	⊢⊢			
13 14	Daily Lift Inspections are cond				╡	+	┝		⊢⊢			
15	Load Ratings clearly marked of				╡		┢	1	H			
16	First Aid Kit clean, accessible,				5	╈	Ē	j				
17	Bloodborne Pathogen Kit avail	able and in serviceable condition					Ē	]				
18	Evacuation Plan and Emergen							]				
19		Ionthly with annual check and sign present			┛	+	╘		Ц	_		
20		lonthly - tank empty (Minimum 30 gallon)/sign present complete (Current 300A posted if between February 1st and May 1st)			╡	+	╞		⊢⊢	_		
21 22	SPCC Plan is current and corr				╡	+	┝		╶┝┥	+		
23	All safety signage is maintaine			$\square$	╡	+	┢	1	님	+		
24		etings are held and documented - last 12 months		Ħ	5	╈	Γ	j	Б	1		
	· · ·	TOTAL HSSE ACHIEVED/AVAILABLE			0		0		0	0		
		HSSE RESULTS %				Τ				0.0%		
	Notes:											

	CUSTOMER EXPERIENCE/SERVICE CYCLE	CUSTOMER EXPERIENCE/SERVICE CYCLE NOTES		ΈS	Τ	NO	,	N/A	SCOR	Έ
1	Store Management and Team are <i>actively</i> working on BHAG (list 5 ways in comments)						$\square$			
2	All employees are well-groomed & in proper uniform-(no hanging lanyards)			7		Π	$\square$		-	
3	All employees ensure that customer contact creates positive customer experience					$\Box$	$\square$			
4	Fresh, good tasting, free hot coffee available to customers				T	$\Box$	$\square$		-	_
5	2 air pots available for hot coffee and in use. Coffee maker clean, and not in customer area.				$\top$	$\Box$	$\square$		_	_
6	Cream, Sugar, Calorie free sweetener and stir sticks available					$\Box$	$\square$			_
7	Soda Machine/Nozzles clean					$\Box$				_
8	Cups available for Coffee and Soda						$\square$			
9	No handles policy is used from beginning of service through the "Vehicle Handover/Farewell"						$\square$			
10	Employees execute the "5 - Foot Rule"						$\square$			
11	"Pledge of Satisfaction" and "Owned and Operated By" signs are properly displayed									
12	Values and Vision Statement 2X2's displyed in lobby									
13	Lubricar Values and Vison Statement are communicated and known by team members									
14	Employee CBT certification plaques are displayed and current (within 3 months)									
	TOTAL CUSTOMER EXPERIENCE ACHIEVED/AVAILABLE			0		0		0	0	
	TOTAL CUSTOMER EXPERIENCE RESULTS %								0.0%	,
	Notes:									
		LIGHT?			-	N1.7	_			
	FACILITY APPEARANCE (Reference: Guide to Excellence)	NOTES	1 Y	ËS	╇		'∔	N/A	SCOR	έE
1	Exterior/Landscaping meets Standards for Excellence			┥	+	닏	$\square$	닏		
2	Gravel Re-Raked frequently with no weed block showing			┥	_	님	$\square$	님		
3	Paved surfaces are well maintained and free of debris			╡	+	님	$\square$	⊢⊢		_
4	Landscaping, lawn, grass should be evenly cut			╡	+	님	$\square$	⊢⊢		_
5	Trees, shrubs, bushes neatly trimmed. Free from weeds (if it looks like oursit is ours!)			╡	+	님	$\vdash$	⊢⊢	_	_
6 7	Lot should be free from garbage, cigarette butts			╡	+	님	$\vdash$	⊢		_
8	All paved areas should be free from oil or grease that could leave residue on customers shoes			╡	+	님	$\vdash$	⊢		_
9	No weeds or grass growing through cracks Building upkeep and Signage meet the Standards for Excellence			╡	+	님	$\vdash$	⊢		_
10	Building should be structurally safe and in good repair			╡	+	님	$\rightarrow$	님	+	_
11	Building walls clean, well maintained, and free from graffiti			╡	+	님	$\rightarrow$	님	+	-
12	Paint should not be peeling, stained, badly faded. Paint scheme should match approved colors			╡	+	님	$\vdash$	님		-
13	Curbs, bollards should be well-maintained			╡	+	님	$\vdash$	ᅢ	-	-
14	Light and Light covers in Signage clean and well maintained			╡	+	片	$\vdash$	H	-	-
15	Signage clean and free from damage, cracks, or missing pieces			╡	+	H		H	-	-
16	Signs/Poles free from cracks, chipped paint, and is not faded			╡	-	Ħ	H	Ħ	-	-
17	Dumpster area meets Standards for Excellence			┭		П		П		-
18	Gates should function properly and be closed			┭		П		П	-	-
19	Must have Lid('s) & Lid('s) should be closed when not in use			┭		П		П		
20	Clean and free from spills					$\Box$				
21	Free from dirt, grime, graffiti, etc.									
22	"Guide to Excellence" available on every bay, write up and greeter station desktop.				Τ					
23	Lounge meets Standards for Excellence						$\Box$			
24	Floors, and walls should be free from grime, dirt, smudges etc.									
25	All doors should function properly and be free from dirt, grime, smudges, scuffs, etc.				$\bot$		Ц			
26	Door actuators should be functioning properly				$\perp$	╝	Ц	╝	<b>_</b>	
27	Door handles should be tight and functioning properly		Ц		$\perp$	Ľ	Ц		<u> </u>	
28	Door kick plates should be clean and shiny		$\square$		$\downarrow$	닏	Ц	<u>Ц</u>	┥──	
29	Exit door should contain approved JL decals			┥	+	닏	Ц	닏		_
30	Windows should be clean and free from dirt, grime, smudges etc on both sides		+	┥	+	닏	⊢	닏	<b>_</b>	
31	Windows should be in good repair with no cracked glass		+	┥	+	닏	$\square$	⊢		_
32	All vents should be clean and free from debris		+	┥	+	님	⊢	⊢		_
33	Tape is not used to hang POP, notes, etc in lobby/greeter stations		+	╡	╋	님	⊢	⊢	+	_
34 35	Beverage area is clean, organized, stocked, and all equipment working properly POP current and in good condition with eventhing in frames excent window clings		+	╡	╋	님	$\vdash$	⊢	+	_
35	POP current and in good condition with everything in frames except window clings Appropriate, adequate, and current reading materials are available to customers in the lounge		+	╡	+	님	$\vdash$	님	+	-
37	AutoNet TV operational and current month playing		+	╡	╋	늼	⊢	님	+	-
38	Chairs should be clean, not blocking doors, free from scratches or tears, and sit firmly on ground		+	╡	╋	늼	$\vdash$	님	+	-
39	Lounge has proper heating/cooling to make it comfortable for customers		+	╡	+	片	$\vdash$	님	+	-
40	Cashier Station is neat, clean, and well organized with no evidence of food or drink		+	╡	+	片	+	님	1	-
41	Hand Sanitizer available for Customers/Employees		$\top$	T	+	Ħ	$\dashv$	H		-
	A			_	—	_	<u> </u>			

12         Costner resource meets Blundards for Excelence         Image: Costner resourc			NOTES	Y	'ES	NO		N/A	SCORE
44         No accession constraint due to the the method frame, takins, pelle, clic         1 <th1< th=""> <th1< th="">         1</th1<></th1<>	42	Customer restroom meets Standards for Excellence							
14         No excession should be own and the from off, gine, stars, split, etc.         Image: S	43	Doors, walls, ceilings, vents, mirror, sink, and fixtures should be clean with no missing tiles			Ē-	П		T	
49.         Flows, instancionsk studie be dram and free from off, grame, katus, pplik, etc.         Image and the function grant of the spongly         Image and the function grant of the spongly         Image and the spongly and the spongly         Image and the spongly and the sp	44					T		Ħ	
40         Door should be functioning and bod propenty         Image: Control of the set of	45					T		Ħ	
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40         Train and own and ave a liner in use         Image: Second Sec					Η-	H		Ħ	
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19.         Toties should spontage supply files too rolls)         0	-				Η-	H		H	
19.       Totler spore should have an advanue aug/or (at least have offs)       Image: advance advanc					Η-	H		H	
St.         Concentration mets Standards for Excellence         Concentration         Concentration <thconcentration< th="">         Concentration</thconcentration<>					Η-	H		H	
54.         Monitor positioned as outsomer can see stream         Image: Source & Key from surges: Counter & Key bords dam A free from dates:         Image: Source & Key from surges: Counter & Key bords dam A free from dates:         Image: Source & Key from surges: Counter & Key bords dam A free from dates:         Image: Source & Key from Source & Key fr					Η_	H	-	H	
58.       Montors clean A free from andrage. Counter & Keyboards clean A free from detas.       Image of the second of the stored into or faded or tors       Image of the second of the stored into or faded or tors       Image of the second of the stored into or faded or tors       Image of the second of the stored into or faded or tors       Image of the second of the stored into or faded or tors       Image of the second of the stored into or faded or tors       Image of the second of the stored into or faded or tors       Image of the second of the second or tors       Image of the second of the second or tors       Image of the second of the second or tors       Image of the second of the second or tors       Image of the second of the second or tors       Image of the second of the second or tors       Image of the second of the second or tors       Image of the second of the second of the second or tors       Image of the second of the second of the second or tors       Image of the second of the second of the second or tors       Image of the second of					Η_	H	+	H	
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9         Presnoal librars stude a low attack for the construct         Image is officiants meets Standards for Excelence					Η-	H		H	
SPC available Sub as Bug Wath/De (see: Headinghi Restoration into, Test Strip into         Images of dictarse meets Standards for Excelence         Images of					Η-	H		H	
99       Morager's office/area meets Standards for Excellence       0					Ħ-	T H	+	Ħ	$\vdash$
Biors, and walls should be free from graine, drit, smudges etc.         Image					Ħ-	T H	+	H	┢──┤
81         Managers desk. keyboard, menter should be clean and organized         0 <th></th> <td>-</td> <td></td> <td></td> <td>Ħ-</td> <td>T</td> <td>+</td> <td>Ħ</td> <td>├──┤</td>		-			Ħ-	T	+	Ħ	├──┤
42       All lames on desk (ancluitor, pan storage, inbox) should be clean and organized       Image: Comparison on the storage, inbox) should be clean and reg from dr, grine, smudges, stains, etc.       Image: Comparison on the storage, inbox) should be clean and reg from dr, grine, smudges, stains, etc.       Image: Comparison on the storage draw of the storage draw draw of the storage draw of					7	T	+	Ħ	┝──┤
81       Deak should remain unduitered       0       0       0         94       Backroom/Tank/Storage room meets Standback of Excelence       0       0       0         80       Doors, ceilings, walls, and Floors should be clear and fee from dirt, grime, smudges, stains, etc.       0       0       0         80       Door should be clear and reganized and easily accessible       0       0       0       0         80       Door should remain cleads when not in use       0       0       0       0       0         90       Employee restroom meets Standback for Excelence       0					Ħ-	T	+	Н	
94       Backmont Tabuk/Storage room meets Standards for Excelence       Image: standard stora should be clean and free from dirt, grime, smudges, stains, etc.       Image: standard storage should be clean and organized         96       Doors, cellings, walks, and Fictors should be clean and meet from dirt, grime, stains, etc.       Image: standard storage should be clean and organized         97       Inventory and mice supplies should be clean and free from dirt, grime, stains, splils, etc.       Image: standard stor Excellence         98       Employee restroom meets Standards for Excellence       Image: standard store there should be clean and free from dirt, grime, stains, splils, etc.       Image: standard store there should be clean and free from dirt, grime, stains, splils, etc.         79       Doors, baseboards should be clean and free from dirt, grime, stains, splils, etc.       Image: standard store there should be clean and free from dirt, grime, stains, splils, etc.         70       Doors hould be functioning and lock properly       Image: standard store the stand 1/4 lui       Image: standard store the stand 1/4 lui         74       Task can clean and have a liner in use       Image: standard store Excelence       Image: standard store Excelence         70       Cleaner Bymeets Standards for Excelence       Image: standard store Excelence       Image: standard store Excelence         71       Tolet paper should have an adequate supply (at least two rolls)       Image: standard store Excelence       Image: standard store Excelence      <					<b>T</b>	T	+	Н	
65       Doors, cellings, walls, and Picors should be clean and free from dirt, grime, amudges, stains, etc.       Inventory and mice supplies should be cognized and easily accessible         66       Equipment should be clean and organized and easily accessible       Inventory and mice supplies should be cognized and easily accessible       Inventory and mice supplies should be clean with on missing tiles         70       Doors, walls, cellings, vents, mircr, sink, and fadures should be clean with on missing tiles       Inventory and mice supplies should be clean with on missing tiles         71       Floors, baseboards should be clean and free from dirt, grime, stains, spills, etc.       Inventory and mice supplies and the property         72       Door hould Functional grime, stains, spills, etc.       Inventory and mice supplies and the property         73       Soap container should be at least 14 full       Inventory and mice supplies and the property         74       Trasts chould be particulation of gripplicable)       Inventory and mice supplies and the property with it correctly attached, and be clean inside and out       Inventory and the gripperty with it correctly attached, and be clean inside and out       Inventory and the gripperty with its properties area         74       Trasts clean and free from dirt, grime, spills etc.       Inventory and the gripperty attains       Inventory and the property attains         75       Totel taper should hove and these from dirt, grime, spills etc.       Inventory and the grimperty attarea       Inventory and the grime, s					Ħ-	T	+	Ħ	<u>                                     </u>
e8       Equipment should be clean and organized       Immediate supplies should be organized and easily accessible       Immediate supplies should be organized and easily accessible         e80       Door should remain closed when not nue       Immediate supplies should be organized and easily accessible       Immediate supplies and the organized and easily accessible         e80       Employee restroom meets Standards for Excellence       Immediate supplies and the organized and easily accessible       Immediate supplies and the organized and easily accessible         71       Floors, baseboards should be at least 14 Aul       Immediate supplies and the actes 14 Aul       Immediate supplies and the actes 14 Aul         72       Door should be functioning and lock properly       Immediate supplies and the actes 14 Aul       Immediate supplies and the actes 14 Aul         74       Traise and clean and have a liner in use       Immediate supplies and the actes 14 Aul       Immediate supplies and the actes 14 Aul         76       Floors hould be at least 14 Aul       Immediate supplies and the actes 14 Aul       Immediate supplies and the actes 14 Aul         76       Tolets should operated properity, with itic correctly attached, and be clean inside and out       Immediate supplies and the actes 14 Aul       Immediate supplies and the actes 14 Aul         77       Tolets should be clean and free from dirt; grime, splils etc.       Immediate should be actes and free from dirt; grime, splils etc.       Immediate should be actes and free from					Ħ-	T	+	П	
97       Inventory and misc supplies should be organized and easily accessible       Image: Construct of the construction of the construc					Ħ-	T	+	Ы	
B8       Door should remain closed when not in use       Image: Construction of the standards for Excellence         C0       Doors, baseboards should be clean and free from dirt, grime, stains, spills, etc.       Image: Construction of the standards for Excellence         72       Doors hudd be functioning and lock property       Image: Construction of the standards for Excellence       Image: Construction of the standards for Excellence         73       Soag container should be at least 1/4 full       Image: Construction of the standards for Excellence       Image: Construction of the standards for Excellence         74       Trast can clean and have a liner in use       Image: Construction of the standards for Excellence       Image: Construction of the standards for Excellence         75       Tolets should be at least 1/4 full and battery functional (if applicable)       Image: Construction of the standards for Excellence       Image: Construction of the standards for Excellence         76       Paper Standards for Excellence       Image: Construction of the standards for Excellence       Image: Construction of the standards for Excellence         77       Tolets should be clean and free from clitt; grime, spills etc.       Image: Construction of the standards for Excellence       Image: Construction of the standards for Excellence         78       All andes: All addressed in HSSE)       Image: Construction of the standards for Excellence       Image: Construction of the standards for Excellence       Image: Constreact and free from clitt; gr						T	+	Ц	
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73       Soap container should be at least 1/4 full       Image: Control Dispension Prove Dis	72				Π_	ī		Ħ	
75       Paper Towel Dispenser should be at least 1/4 full and battery functional (if applicable)       Image: Control of the control of	73	Soap container should be at least 1/4 full				Ī		Π	
76       Tollets should operated properly, with lid correctly attached, and be clean inside and out       Image: Clean Vacuum with lid correctly attached, and be clean and res from offic.         77       Toilet paper should have an adequate supply (at least two rolls)       Image: Clean Vacuum with and hase       Image: Clean Vacuum with and hase         78       Lower Bay meets Standards for Excellence       Image: Clean Vacuum with and hase       Image: Clean Vacuum with and hase         80       Floors should be clean and free from dirt, grime, spills etc.       Image: Clean Vacuum with and hase       Image: Clean Vacuum with and hase         81       Aites should be clean and free from dirt. grime, spills etc.       Image: Clean Vacuum with and hase       Image: Clean Vacuum with and hase         82       No spilled product present (leaks addressed in HSSE)       Image: Clean Vacuum with and hase has addressed in HSSE)       Image: Clean Vacuum with and hase has addressed in HSSE         84       V-Pans clean without obtis       Image: Clean Vacuum with and hase has addressed in HSSE       Image: Clean Vacuum with and hase has addressed in HSSE         85       Oil Vessel Available and in Use       Image: Clean Vacuum with and hase has addressed in HSSE       Image: Clean Vacuum with and hase has addressed in HSSE         84       Lower bay should be clean and neatly organized       Image: Clean Vacuum with and hase has addressed in HSSE       Image: Clean Vacuum with and hase has addressed has addressed has addressed has addressed has addres	74	Trash can clean and have a liner in use						Π	
77       Tollet paper should have an adequate supply (at least two rolls)       Image: Construct of the construction	75	Paper Towel Dispenser should be at least 1/4 full and battery functional (if applicable)							
78       Lower Bay meets Standards for Excellence       Image: Control of Contro of Control of Control of Control of Control of	76	Toilets should operated properly, with lid correctly attached, and be clean inside and out							
79       Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose         80       Floors should be clean and free from dirt, grime, spills etc.       Image: Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose         81       Aisles should be clean and free from clutter       Image: Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose         82       No spilled product present (leaks addressed in HSSE)       Image: Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose         84       V-Pars clean without debris       Image: Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose       Image: Clean Vacuum unit and hose         86       All wels/ceilings should be free from dirt, grime, spills, etc.       Image: Clean Vacuum unit and house functioning       Image: Clean Vacuum unit and house functioning       Image: Clean Vacuum unit and house functioning         88       Light covers should be clean and neatly organized       Image: Clean Vacuum unit and house functioning       Image: Clean Vacuum unit and house functioning       Image: Clean Vacuum unit and house functioning         84       Light covers should be clean and neatly organized       Image: Clean Vacuum unit and house functioning       Image: Clean Vacuum unit and house function ing         84       Libots should be clean and neatly organized       Image: Clean Vacuum unit and free from dirt, grime, spills	77	Toilet paper should have an adequate supply (at least two rolls)							
80       Floors should be clean and free from dirt, grime, spills etc.         81       Aisles should be clean and free from dutter         82       No spilled product present (leaks addressed in HSSE)         83       All mops, brooms, drums kept in the appropriate area         84       V-Pans clean without debris         85       Oil Vessel Available and in Use         86       All walls/ceilings should be free from dirt, grime, spills, etc.         87       Lower bay should be in place and free from cracks or missing sections         88       Light covers should be log lance and free from dirt, grime, spills, etc.         89       All shelves should be clean and neatly organized         90       All tools should be clean and neatly organized         91       Upper Bay area meets Standards for Excellence         92       Floors, walls & cliings should be clean and free from dirt, grime, spills etc.         93       Trash cans clean with liner in use         94       Fender Covers are clean and in Good Repair         95       Oil Dusckets are labeled, clean, and in use         96       Monitors clean and free from dirt, grime, spills etc.         97       Oil concoles should be free from dirt, gree, spills etc.         98       Oil Buckets are labeled, clean, and in use         96       Monitors clean and free from die	78	Lower Bay meets Standards for Excellence							
81       Aisles should be clean and free from clutter       Image: Clean and free from clutter         82       No spilled product present (leaks addressed in HSSE)       Image: Clean and free from ditting and the appropriate area         83       All mops, brooms, drums kept in the appropriate area       Image: Clean and free from ditting and the appropriate area       Image: Clean and free from ditting and the appropriate area         84       V-Pans clean without debris       Image: Clean and free from ditting and the appropriate area       Image: Clean and free from ditting and the appropriate area         86       All walls/cellings should be free from ditting and all bulbs functioning       Image: Clean and free from cracks or missing sections         87       Lower bay should be clean and neatly organized       Image: Clean and free from cracks or missing sections         88       Light covers should be clean and neatly organized       Image: Clean and free from cracks or missing sections         89       All tools should be clean and neatly organized       Image: Clean and free from ditt, grime, spills etc.         81       Upper Bay area meets Standards for Excellence       Image: Clean and free from smudges. Keyboards clean and free from debris         84       Floors, walls & ceilings should be clean and free from ditt, grime, spills etc.       Image: Clean and free from smudges. Keyboards clean and free from debris         84       Floors, walls & ceilings should be free from ditt, grime, spills etc.	79	Clean Vacuum unit and hose							
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84       V-Pans clean without debris       Image: Clean without debris         85       Oil Vessel Available and in Use       Image: Clean without debris         86       All walls/ceilings should be free from dirt, grime, spills, etc.       Image: Clean without debris         87       Lower bay should be well it and all bulbs functioning       Image: Clean without debris         88       Light covers should be in place and free from cracks or missing sections       Image: Clean with organized         89       All shelves should be clean and neatly organized       Image: Clean with organized       Image: Clean with organized         90       All tools should be clean and neatly organized       Image: Clean with organized       Image: Clean with organized         91       Upper Bay area meets Standards for Excellence       Image: Clean with liner in use       Image: Clean with liner in use         92       Floors, walls & ceilings should be clean and free from dirt, grime, spills etc.       Image: Clean with liner in use         94       Fender Covers are clean and in Good Repair       Image: Clean with liner in use       Image: Clean with organized         95       Drink area for employee designated, clean, and in use       Image: Clean with organized       Image: Clean with organized         97       Oil consoles should be free from oil, grease, paint chips.       Image: Clean with organiclean with liner       Image: Clean with line i	82	No spilled product present (leaks addressed in HSSE)							
85       Oil Vessel Available and in Use       Image: Control of the standard standard         86       All walls/ceilings should be free from dirt, grime, spills, etc.       Image: Control of the standard         87       Lower bay should be in place and free from cracks or missing sections       Image: Control of the standard         88       Light covers should be in place and free from cracks or missing sections       Image: Control of the standard         89       All shelves should be clean and neatly organized       Image: Control of the standard standard or the standard standard       Image: Control of the standard standard or the standard standard standard standard standard standard standard       Image: Control of the standard sta	83	All mops, brooms, drums kept in the appropriate area							
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87       Lower bay should be well lit and all bulbs functioning       Image: Constraint of the standard sta	85	Oil Vessel Available and in Use							
88       Light covers should be in place and free from cracks or missing sections       Image: Covers and	86	All walls/ceilings should be free from dirt, grime, spills, etc.							
89       All shelves should be clean and neatly organized       Image: Constraint of the standard	87	Lower bay should be well lit and all bulbs functioning							
90       All tools should be clean and neatly organized       Image: Constraint of the should be clean and neatly organized         91       Upper Bay area meets Standards for Excellence       Image: Constraint of the should be clean and free from dirt, grime, spills etc.         92       Floors, walls & ceilings should be clean and free from dirt, grime, spills etc.       Image: Constraint of the should be clean and free from dirt, grime, spills etc.         93       Trash cans clean with liner in use       Image: Constraint of the should be clean and in use       Image: Constraint of the should be clean and in use         94       Fender Covers are clean and in Good Repair       Image: Constraint of the should be free from smudges. Keyboards clean and free from debris       Image: Constraint of the should be free from smudges. Keyboards clean and free from debris         96       Monitors clean and free from smudges. Keyboards clean and free from debris       Image: Constraint of the should be free from oil, grease, paint chips.         97       Oil consoles should be free from oil, grease, paint chips.       Image: Constraint of the should be free from oil, grease, paint chips.       Image: Constraint of the should be free from oil, grease, paint chips.         98       Oil Buckets are labeled, clean, and dirt free       Image: Constraint of the should be free from should be should be free from should be s	88	Light covers should be in place and free from cracks or missing sections							
91       Upper Bay area meets Standards for Excellence       Image: Construction of the second secon	89	All shelves should be clean and neatly organized							
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93       Trash cans clean with liner in use       Image: Covers are clean and in Good Repair         94       Fender Covers are clean and in Good Repair       Image: Covers are clean and in Good Repair         95       Drink area for employee designated, clean, and in use       Image: Covers are clean and free from smudges. Keyboards clean and free from debris       Image: Covers are clean and free from smudges. Keyboards clean and free from debris         96       Monitors clean and free from oil, grease, paint chips.       Image: Covers are labeled, clean, and dirt free       Image: Covers are labeled, clean, and dirt free         97       Oil Consoles should be free from oil, grease, paint chips.       Image: Covers are labeled, clean, and dirt free       Image: Covers are labeled, clean, and dirt free         98       Oil Vessel Available and in Use       Image: Covers are labeled, clean - and dirt free       Image: Covers are labeled, clean - and dirt free         100       Bay podiums equipped to standard       Image: Covers are clean - Also, no cracked or broken panels       Image: Covers are clean - Also, no cracked or broken panels         102       No unauthorized signs or decals       Image: Covers are clean - Also, no cracked or broken panels       Image: Covers are clean - Also, no cracked or broken panels	91	Upper Bay area meets Standards for Excellence							
94       Fender Covers are clean and in Good Repair       Image: Covers are clean and in Good Repair         95       Drink area for employee designated, clean, and in use       Image: Covers are clean and free from smudges. Keyboards clean and free from debris         96       Monitors clean and free from smudges. Keyboards clean and free from debris       Image: Covers are labeled, clean, and dirt free         97       Oil consoles should be free from oil, grease, paint chips.       Image: Covers are labeled, clean, and dirt free         98       Oil Buckets are labeled, clean, and dirt free       Image: Covers are clean and in Use         99       Oil Vessel Available and in Use       Image: Covers are clean and Windows Clean - Also, no cracked or broken panels         101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Covers are clean and tree from cleans         102       No unauthorized signs or decals       Image: Covers are cleans       Image: Covers are cleans	92	Floors, walls & ceilings should be clean and free from dirt, grime, spills etc.							
95       Drink area for employee designated, clean, and in use       Image: Clean and free from smudges. Keyboards clean and free from debris         96       Monitors clean and free from smudges. Keyboards clean and free from debris       Image: Clean and free from oil, grease, paint chips.         97       Oil consoles should be free from oil, grease, paint chips.       Image: Clean and free from oil, grease, paint chips.         98       Oil Buckets are labeled, clean, and dirt free       Image: Clean and free from oil, grease, paint chips.         99       Oil Vessel Available and in Use       Image: Clean and free from oil, grease, paint chips.         100       Bay podiums equipped to standard       Image: Clean and Windows Clean - Also, no cracked or broken panels         101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Clean - Also, no cracked or broken panels         102       No unauthorized signs or decals       Image: Clean - Also, no cracked or broken panels       Image: Clean - Also, no cracked or broken panels	93	Trash cans clean with liner in use							
96       Monitors clean and free from smudges. Keyboards clean and free from debris       Image: Clean and free from smudges. Keyboards clean and free from debris         97       Oil consoles should be free from oil, grease, paint chips.       Image: Clean and free from oil, grease, paint chips.         98       Oil Buckets are labeled, clean, and dirt free       Image: Clean and free from oil, grease, paint chips.         99       Oil Vessel Available and in Use       Image: Clean and free from oil, grease, paint chips.         100       Bay podiums equipped to standard       Image: Clean and Windows Clean - Also, no cracked or broken panels         101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Clean and free from clean and free free from clean and free free free	94	Fender Covers are clean and in Good Repair							
97       Oil consoles should be free from oil, grease, paint chips.       Image: Console should be free from oil, grease, paint chips.         98       Oil Buckets are labeled, clean, and dirt free       Image: Console should be free from oil, grease, paint chips.         99       Oil Vessel Available and in Use       Image: Console should be free from oil, grease, paint chips.         100       Bay podiums equipped to standard       Image: Console should be free from oil, grease, paint chips.         101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Console should be free from oil, grease, paint chips.         102       No unauthorized signs or decals       Image: Console should be free from oil, grease, paint chips.	95	Drink area for employee designated, clean, and in use							
98       Oil Buckets are labeled, clean, and dirt free       Image: Clean and dirt free       Image: Clean and dirt free         99       Oil Vessel Available and in Use       Image: Clean and dirt free       Image: Clean and dirt free         100       Bay podiums equipped to standard       Image: Clean and dirt free       Image: Clean and dirt free         101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Clean and dirt free       Image: Clean and dirt free         102       No unauthorized signs or decals       Image: Clean and dirt free       Image: Clean and dirt free	96	Monitors clean and free from smudges. Keyboards clean and free from debris							
99       Oil Vessel Available and in Use       Image: Constraint of the standard       Image: Constraint of the standard         100       Bay podiums equipped to standard       Image: Constraint of the standard       Image: Constraint of the standard         101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Constraint of the standard       Image: Constraint of the standard         102       No unauthorized signs or decals       Image: Constraint of the standard       Image: Constraint of the standard	97	Oil consoles should be free from oil, grease, paint chips.							
100       Bay podiums equipped to standard       Image: Constant of the standard       Image: Constant of the standard         101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Constant of the standard       Image: Constant of the standard         102       No unauthorized signs or decals       Image: Constant of the standard       Image: Constant of the standard	98	Oil Buckets are labeled, clean, and dirt free							
101       Bay Doors and Windows Clean - Also, no cracked or broken panels       Image: Clean - Also, no cracked or broken panels         102       No unauthorized signs or decals       Image: Clean - Also, no cracked or broken panels	99	Oil Vessel Available and in Use							
102     No unauthorized signs or decals	100	Bay podiums equipped to standard							
	101	Bay Doors and Windows Clean - Also, no cracked or broken panels							
103 All hav doors have rollers on doors and tracks and functioning property		-							
	103	All bay doors have rollers on doors and tracks and functioning properly							

		NOTES	Y	ES		NO	- N	N/A	SCORE
104	Bay doors have functioning locks/locking mechanisms								
105	Bay doors open/closed dependent upon outside temperature/weather (32 degree rule in effect)								
106	Brakes and Services Bay Clean and Organized								
107	Torque stick set complete (All Stores)								
108	Torque wrench available and operational plus spare (All Stores)								
109	Brake Fluid exchange machine clean and complete (All Stores)								
110	Brake suction machine clean available and operational (All Stores)					닏		Ц_	
111	Dot 4 Brake fluid gallons in stock (All Stores)		Ļ			닏		Ц_	
112	Impact guns and sockets available and utilized plus spare (All Stores)		ĻĻ	┥	_	닏		Ц_	
113	Fender covers available/clean for B&S work (All Stores)		ĻĻ	┥	_	닞		ᄂ	
114	Tool Boxes clean and organized		Ļ	┥	-	닞		ᆜ	
115	All Gear wrench tool sets complete		ĻĻ	┥	-	片		ᆜ	
116	Impact socket set complete			╡	-	片		╞	
117	Tool cart clean, organized and utilized properly Glass cart/toolbox is organized. Repair machine is clean. Gaskets are fresh. Resin, pit filler in stock		┝┝	╡	+	⊢	_	⊢	
117 118	Brake Fluid Cleaner available in sure shot and 5 gallon tank	_	┝	╡	+	片		ᄇ	
119	Complete socket sets		┝	╡	+	片		屵	
120	Brake Lathe Clean and Maintained - (Basic clean-Daily; Thorough clean-Weekly)		┝	╡	-	片		H-	
121	Brake Lathe tool and lug nut set complete			╡	+	片		Ħ-	
122	Scan Tool available and secure			╡	+	Ħ		Ħ	
123	Tire changer clean and maintained		1	┪	+	Ħ		Ħ-	
124	Tire balancer cleaned and maintained			1	$\uparrow$	Г		Ē	
125	Oil evacuation machine clean with all six hoses and two fittings available		1	1	1	đ		đ	
126	Tire Machines Clean and organized			Í	1	đ		Ó	
127	TPMS sensors in stock								
128	TPMS scan tool correct and in working order								
129	Correct Tire Patches being used and in stock								
130	Groove Glove being used and operational								
131	Aligment Lift Clean and operational								
132	Employee area should be neat, clean and well organized					닏		Ц_	
133	Microwave and Refrigerator should be clean and sanitized		ĻĻ			닏		Ц_	
134	Electronic Message Board or Reader board in use and current								
				~	-	<u> </u>		~	•
				0		0	T	0	0
	TOTAL FACILITY ACHIEVED/AVAILABLE TOTAL FACILITY RESULTS %			0		0		0	0 0.0%
				0		0		0	-
	TOTAL FACILITY RESULTS %			0		0		0	-
	TOTAL FACILITY RESULTS %			0		0		0	-
	TOTAL FACILITY RESULTS %			0		0		0	-
	TOTAL FACILITY RESULTS %			0		0		0	-
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	TOTAL FACILITY RESULTS %								0.0%
	TOTAL FACILITY RESULTS % Notes: OPERATIONS	NOTES		ES				0 	-
1	TOTAL FACILITY RESULTS % Notes:  OPERATIONS Proper telephone techniques are used according to dialog	NOTES							0.0%
1	TOTAL FACILITY RESULTS % Notes:   OPERATIONS Proper telephone techniques are used according to dialog All vehicles are scanned and invoiced (excludes tire checks)	NOTES							0.0%
1 2 3	TOTAL FACILITY RESULTS % Notes: Notes: DPERATIONS Proper telephone techniques are used according to dialog All vehicles are scanned and invoiced (excludes tire checks) Customer Rally Performed daily & 5 minutes prior to Store Opening	NOTES							0.0%
1 2 3 4	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 7	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 7 8	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 7	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 7 8 9	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 7 8 9	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 6 7 8 9 9 10	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 6 7 7 8 9 9 10 11	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 7 8 9 10 11 11 12	TOTAL FACILITY RESULTS %         Notes:	NOTES							0.0%
1 2 3 4 5 6 7 8 9 10 10 11 11 12 13	OPERATIONS           Proper telephone techniques are used according to dialog           All vehicles are scanned and invoiced (excludes tire checks)           Customer Rally Performed daily & 5 minutes prior to Store Opening           Positions filled wino. of employees working           Enough Crew Present           Policy / System in place to reduce number of drive off's (MGR actively involved w/ drive offs)           Holding No Wait Sign when business is slow           Greeting Customers with Mobile Bay Station           Proper use of all updated verbal calls and responses           Downtime Activities           J-Team displays a sense of urgency by (Based on 4 or 5 person Team)           * Greeting all customers within 10 seconds           * ROC is complete including Cabin Air Filter when applicable           * UBT is "Adding Oli" at specified interval           * All tires properly inflated within 2 minutes	NOTES							0.0%
1 2 3 4 5 6 7 8 9 10 10 11 11 12 13 14	OPERATIONS           Proper telephone techniques are used according to dialog           All vehicles are scanned and invoiced (excludes tire checks)           Customer Rally Performed daily & 5 minutes prior to Store Opening           Positions filled wino. of employees working           Enough Crew Present           Policy / System in place to reduce number of drive off's (MGR actively involved w/ drive offs)           Holding No Wait Sign when business is slow           Greeting Customers with Mobile Bay Station           Proper use of all updated verbal calls and responses           Downtime Activities           J-Team displays a sense of urgency by (Based on 4 or 5 person Team)           * Greeting all customers within 10 seconds           * ROC is complete including Cabin Air Filter when applicable           * UBT is "Adding OI" at specified interval           * All tries properly inflated within 2 minutes           * Vacuuming and Windows properly completed within 5 minutes           * One car in specified Interval "Hood up to Hood down"	NOTES							0.0%
1 2 3 4 5 6 7 8 9 10 11 11 12 13 14 15	OPERATIONS           Proper telephone techniques are used according to dialog           All vehicles are scanned and invoiced (excludes tire checks)           Customer Rally Performed daily & 5 minutes prior to Store Opening           Positions filled wino. of employees working           Enough Crew Present           Policy / System in place to reduce number of drive off's (MGR actively involved w/ drive offs)           Holding No Wait Sign when business is slow           Greeting Customers with Mobile Bay Station           Proper use of all updated verbal calls and responses           Downtime Activities           J-Team displays a sense of urgency by (Based on 4 or 5 person Team)           * Greeting all customers within 10 seconds           * ROC is complete including Cabin Air Filter when applicable           * UBT is "Adding Oli" at specified interval           * All tires properly inflated within 2 minutes	NOTES							0.0%

		NOTES	١	/ES	N	10	N/A	SCORE
19	Missed NO Opportunities for Sale				[			
20	Mgt actively promoting & talking about sales				[			
21	Mgt celebrates sales as win/Or review when no sale				[			
22	Workorders are never unlocked because we are using Mighty							
23	Mgt using Category Tracker in some form				ļ			
24	Courtesy Tools available				[			
25	Keys on Board - Not left in vehicle							
26	Otto Care, Bay Stations, and Cashier Station functioning properly							
27	No Wait Sign clean and in Good Repair				Ļļ			
28	Fleet Leads generated/submitted				Ļļ			
29	All oil guns are labeled and working properly			<u>Ц</u>	Ļļ	┛	Ц	
30	All GL-5 guns are working properly			<u>Ц</u>	Ļļ	┛	Ц	
31	All grease guns are working properly			<u>Ц</u>	Ļļ	┛		
32	All differential pumps are working properly			<u>Ц</u>	Ļļ	┛	$\square$	
33	All ancillary service equipment is working properly (Tire Rotation/BFE addressed in B&S section)			<u>Ц</u>	Ļļ	┥	$+ \square$	
34	Windshield repair equipment clean, in good repair, and ready for use			<u>Ц</u>	Ļļ	┥	님	<u> </u>
35	Battery Tester, cleaning and replacement equipment in good repair and ready for use			<u>Ц</u>	Ļļ	┥	님	
36	HRS Supplies in stock and ready for use			<u>H</u>	Ļļ	╡	+ H	┥
37	Ancillary machines should be clean and free from spill, stains, and leaks			Ц_	⊢ł	╡	┝┝┥	
38	Ancillary machine wheels should be in good working order			<u>H</u>	┼┼	╡	┼┝┽	╉───┤
39 40	Ancillary machine hoses should be clean and functioning properly Ancillary machines have all switches, backs, and nobs, clean, and functioning properly			<u>H</u>	┝┝	╡	┼┝┽	╂───┤
40				Η-	┝┝	╡	┼┝┽	╂───┤
41	Ancillary Equipment have covers and covers are in use All other Equipment working properly			$\exists$	┼┼	╡	┼┝┽	╉──┤
42	Electrical cords in good condition and have three prongs (if applicable)			<u>H</u>	┝┝	╡	$+ \exists$	+
43	Driveway Bell working properly with enough hose to alert J-Team to presence of customers			<u>H</u>	┝	╡	┝┝┥	+
45	Compressor Drained Nightly/Oil Level Correct/Air Filter clean/Oil Change Log complete and up to date			Η-	┝	╡	H	+
	TOTAL OPERATIONS ACHIEVED/AVAILABLE			0		0	0	0
	TOTAL OPERATION RESULTS %			<u> </u>	-	<u> </u>		0.0%
					-			
	Notes:							
	JTSS PROCEDURES							
	COURTESY TECHNICIAN (CT)	NOTES		/ES	N	10	N/A	SCORE
1	CT releases places floor mat releases hood/Rolls Down Windows/Unlocks Doors/Drives in Vehicle							
2	Communicates dash lights				ļ			
3	Resets Oil Change Indicator							
4	Breaks away if open bay, after staging primary vehicle to stage/Greet secondary vehicle, then returns to primary							
5	CT uses proper Greeting procedures				Ļļ			
6	CT checks tread depth if Tire Rotation (use Groove Glove in tire stores)			<u>Ц</u>	Ц	┛		
7	Check Brakes (flashlight/bore scope) if no Tire Rotation (use Groove Glove in tire stores)			<u>ц</u>	Ļļ	┛	Ц	<u> </u>
8	Tests Battery			<u>Ц</u>	Ļļ	╧	$\square$	
9	Removes Cabin Air Filter			<u>Ц</u>	Ļļ	┥	$+ \square$	
10	(If tire rotation) CT verifies blocks are set on D/S			<u>н</u>	Ļļ	┥	┝┝┥	┥
11	CT gets all tools for Tire Rotation and sets by drivers front tire (including extra socket for UBT)			<u>н</u>	Ļļ	┥	┝┝┥	+
12	UBT/CT Raises Lift (Makes call and gets responses)			<u>H</u>	Ļļ	╡	┼┝┥	╂───┤
13	CT removes lugs with impact gun, removes D/S front tire and inspects tire while moving it to the back			<u>H</u>	┝┝	╡	┼┝┽	╂───┤
14	CT removes lugs with impact gun leaves tire on car			<u>H</u>	┝┝	╡	┼┝┽	╂───┤
15	CT removes lugs with impact gun, removes P/S rear tire and inspects tire while moving it to the front			<u>H</u>	┝┝	╡	┼┝┽	╂───┤
16 17	CT removes lugs with impact gun, leaves tire on car			$\exists$	┼┼	╡	┼┼	╉───┤
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 CT Lowers lift (Makes call and gets responses)			H	┝┝	╡	+ $H$	+
10	CT properly completes cleaning windows			H	┝┝	╡	+ H	+
20	CT completes vacuuming and calls "Courtesy Complete Bay #"			Η-	┼┼	╡	+ H	+
21	CT installs CAF when complete if not installed at this point		_	Ħ-	1	╡	$+ \exists$	┼──┤
22	CT helps begin the next vehicle if Manager is available			Ħ-	1	╡	$+ \exists$	+
23	Properly drives vehicle out of bay when appropriate		-	ī.	1	1	$+ \exists$	
24	CT uses Proper JTSS			П	1	Ť	T	+
	UPPER BAY TECHNICIAN (UBT)	NOTES	١	/ES	T	10	N/A	SCORE
25	Communicate type of service to team as vehicle enters with correct call		_		ſ			+
26	UBT checks front lights and headlight condition noting any opportunities on Mobile Bay or Post-It pad			Ó	T I	Í		
27	Checks D/S WS wiper and looks for damage on WS noting any opportunities on Mobile Bay or Post-It pad			Ó	T	Í		
28	Receives dash light information from CT noting any opportunities on Mobile Bay or Post-It pad				<u>ה</u>	j		
29	Checks rear lights and rear wiper if applicable noting any opportunities on Mobile Bay or Post-It pad					כ		
30	Checks P/S doors to see if unlocked					כ		
31	Checks P/S wiper blade and rechecks condition of windshield noting any opportunities on Post-It pad							
32	UBT raises hood and properly places fender covers on each fender							

Bit of decision of generatives, removes in any matter Signature Genes Geny to Dani "all income "any any matter to be added of the set of the s	33	UBT checks transmission fluid and makes proper call						Г		]
Bits away Tigon by bidge exclusive while the number to junitary 0.94 way while         NOTES         VI         No         No         No           ID         Request Tuber diage exclusive while and base dise (X GA vT.         ID				$\vdash$	2	$\square$	╡	╞	4	
Communication DeP Forquined highly (C)The Targue at this has not be non-store by (C)Ale 11.         Processor Under works confide*         View Store					1		5	1	۲	
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Image: Vote when constraints and PACC	36	Communicate OF/Torque/Mighty/TG/Tire Torque if this has not been done by CSA or TL			<u> </u>		Ť	-		
B         Compulsion the NCO. To bole of animable studie         Image: Compute studie         Image: Comput studie         Image: Compute studie					7		5	11	٦T	
UP or MOR physically relation more than 100 member 100	38	Gets quote in Omega Glass for damaged windshield. Delivers with ROC					5	1	Ĩ	
et         et         column	39	Completes the ROC - Delivers ROC (Tool belt or driver/bits used)					5	ī	ī	
Bit ingents to Si front and system and contines CoA # problem found         Image: CoA # problem and contines CoA # problem found         Image: CoA # problem and contines CoA # problem found         Image: CoA # problem and contines CoA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and coA # problem found         Image: CoA # problem and					7		5	ī	ī	
UIC         Tensores Diff and its and properts is an iten moving its bite front         Image: Comparison of the co	41				1		5	ī	ī	
up the facility former (DS are trive sub PS front and number (DS front	42	UBT inspects D/S front brake system and notifies CSA if problem found					5	ī	Ť	
UIT margets DB: more thate system and notifies CSAF problem hand       Imagets Profession CSAF Profession CSAF problem hand       Imagets Profession CSAF Profession CSAF Problem hand       Imagets Profession CSAF Professin CSAF Profession CSAF Profession CSAF Prof	43	UBT removes D/S rear tire and inspects tire while moving it to the front					5	ī	Ī	
up         Up<	44	UBT installs former D/S rear tire to D/S front and installs bottom lug nut (grabs top of tire to verify tightness)					5	ī	Ī	
III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem found         III Trapecis P3 rear brake system and notifies CSA II problem for the part problem for the proper propecis P3 rear brake system and notifies CSA III problem for the proper propecie P3 rear brake system for the proper propecie P3 rear brake system for the proper propecie P3 rear brake system for the propecie P3 rear brake syste	45	UBT inspects D/S rear brake system and notifies CSA if problem found					5		ī	
IUT errowse PS first the sum and ingests like wither moving it to be task.       III and it is a main and its part is main and main and its par	46	UBT installs former D/S front tire to D/S rear and installs bottom lug nut (grabs top of tire to verify tightness)								
IUT relations from life to PS mer and relation bookming unit (grabes top of the to verify tightness)       III and register PS front, installe State, and relation Scale poster to verify tightness)       III and register PS front, installe State, and relation Scale poster to verify tightness)       IIII and the PS front, installe State, and relation Scale poster to verify tightness)       IIII and the top poster provide       IIII and the top poster provide       IIII and the top poster provide and and the poster provide       IIII and the top poster provide and and top poster and after opening       IIII and the top poster provide and a the poster and after opening       IIII and the top poster poster and after opening       IIII and the top poster poster and after opening       IIII and the top poster poster and after opening       IIII and the top poster and after opening       IIIII and the top poster and the top poster and after opening       IIII and top poster and top poster and after opening       IIIII and top poster and top poster and after opening	47	UBT inspects P/S rear brake system and notifies CSA if problem found					5			
UPT regards PR front have system and notifies CSA # problem found         Image: Content of the image system and notifies CSA # problem found         Image: Content of the image system and notifies CSA # problem found         Image: Content of the image system and notifies CSA # problem found         Image: Content of the image system and notifies CSA # problem found         Image system content on the image system and notifies CSA # problem and after opening         Image system content on the image system content on the image system and notifies and image system and notifies and the region and the regin region and the region and the region and the region	48	UBT removes P/S front tire to rear and inspects tire while moving it to the back					5			
UI C complete RCC arree in the second sec	49	UBT installs former P/S front tire to P/S rear and installs bottom lug nut (grabs top of tire to verify tightness)					5			
UP: Teturns to P:8 force, initials bettom lag nul (grabs top of the to verify tightness)       Image: the presence works and esta pattern       Image: the presence works and esta pattern       Image: the presence works and esta pattern         UP: Targets are presence using Man or Cast Pactornal datase which from this port!       Image: the presence using Man or Cast Pactornal datase which from this port!       Image: the presence using Man or Cast Pactornal datase which from this port!       Image: the presence using Man or Cast Pactornal datase which from this port!       Image: the presence using Man or Cast Pactornal datase which from this port!       Image: the presence using Man or Cast Pactornal datase using Man or Cast Pactornal data presence using Man or Cast Pactornal datase using Man or Cast Pactornal data presence using Man or Cast Pact	50	UBT inspects P/S front brake system and notifies CSA if problem found					5			
UET gats torque warrant and alle to proper trouve       Image: Comparison of the property of the propery of the property of the property of the proper	51	UBT completes ROC screen					5			
UIT uses torque wench on allie grubs in argolitem       III argolite prosses usel grub and a or Cust Recommendations - UET cannot leave withel from this point       III argolite prosses usel grub and an or proper amount of all to each which and the opening       III argolite prosses usel grub and an or proper amount of all to each which and the opening       IIII argolite prosses usel grub and an or proper amount of all to each which and the opening       IIII argolite prosses and the opening and the opening       IIII argolite proper and the opening and the opening       IIII argolite proper and the opening and the opening       IIIII argolite proper and the opening and the opening       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	52	UBT returns to P/S front, installs tire, and installs bottom lug nut (grabs top of tire to verify tightness)				Π	Í		Ī	
If adjusts für pressur using Men or Cost Recommendations - UBT cannot laws while from this point       Image: Cost Cost Cost Cost Cost Cost Cost Cost	53	UBT gets torque wrench and sets to proper torque				Π	Í		Ī	
UP Tacks and tops of all the required fluids, weijng each cap before and after opening       III and the required fluids, weijng each cap before and after opening       III and the required fluids, weijng each cap before and after opening         UP Tacks are to get and anotatis old inverse protections and can be proper societies and can be proper societies and can all so oth B <sup>+</sup> Pressure Up <sup>+</sup> command       III and the proper proceedings and calls out the "Pressure Up <sup>+</sup> command         UP Tacks are broken bod one lower but protein complete and side plates reinstalled, checks that hood is secure       IIII and the proper societies and calls out the "Pressure Up <sup>+</sup> command         UP Tocheck bod one lower but protein complete and side plates reinstalled, checks that hood is secure       IIII and the proper societies and calls out the "Pressure Up <sup>+</sup> command         UP Tocheck bod one lower but protein complete and side plates reinstalled, checks that hood is secure       IIII and the proper societies and calls out the "Pressure Up <sup>+</sup> command"         UP Tocheck bod one lower but protein complete and side plates reinstalled. Checks that hood is secure       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	54	UBT uses torque wrench on all lug nuts in star pattern			Ĵ		Í		Ĵ	
IVIT adds the requested brand and proper amount of all to each vehicle       IVIT adds the requested brand and proper should of all to each vehicle         IVIT Invokes & Forwards Invoke to Cashine (pinnary responsibility)       IVIT Invokes & Forwards Invoke to Cashine (pinnary responsibility)         IVIT Torones & Forwards Invoke to Cashine (pinnary responsibility)       IVIT Torones (main cashine (pinnary responsibility)         IVIT Torone Vinne of the vehicle makes the proper coll, observes the LIT's Quality Inspection       IVIT concerns (main cashine (pinnary responsibility)         IVIT Torone Vinne of the vehicle makes the proper call, observes the LIT's Quality Inspection       IVIT concerns (main cashine (main	55	UBT adjusts tire pressure using Man or Cust Recommendations - UBT cannot leave vehicle from this point				Π	Ĵ			
UBT gathers and installs oldnew parts from returned ROC (primary responsibility)       Image: Control of Cashier (primary responsibility)       Image: Control of Cashier (primary responsibility)       Image: Control Cashier (primary responsite)       Image: Control Cashier (pri	56	UBT checks and tops off all the required fluids, wiping each cap before and after opening					Ĵ			
UBT involces & Forwards Invoice to Cashier (primary responsibility)       UBT starts the vehicle using proper radia out the "Pressure Up" command       UD       UD       UD         UBT properly completes the UBT Quality inspection       UD       <	57	UBT adds the requested brand and proper amount of oil to each vehicle								
UBT starts the vehicle using proper procedures and calls out the "Pressure Up" command       Image: Complete starts and calls out the "Pressure Up" command         UBT properly uruns off the vehicle, makes the proper call, observes the LBT Quality Inspection       Image: Complete starts and vehicle and starts and explores and vehicle for any unusual conditions       Image: Complete starts and vehicle for any unusual conditions         IDET properly completes the bay covers and visually inspection and baps of inspection and change of gasket       Image: Complete starts and visually inspection and change of gasket         IDET therefore, Uber the bay covers and visually inspection and change of gasket       Image: Complete starts and vehicle and hand up plug for inspection and change of gasket         IDET therefore, Uber the and the chassis fittings, where applicable       Image: Complete starts and vehicle and hand up plug for inspection and change of gasket         IDET properly installs the new oil filter (conster must be torqued), and helps with UB filter in most cases       Image: Complete starts and vehicle and hand up plug for inspection and cases         IDET properly performs the oil on pressure check and required (corpoter torque)       Image: Complete starts and vehicle and hand up plug for inspection end required complete starts and vehicle and and up plug torbus because         IDET properly performs the oil of pressure check and required complete required       Image: Complete starts and vehicle and the required complete starts and vehicle and the plug torbus because         IDET properly completes the Chally inspection verifying torput while UBT observes       Image: Complet	58	UBT gathers and installs old/new parts from returned ROC (primary responsibility)								
UBT properly turns of the vehicle, makes the proper call, observes the LBT's Quality Inspection       Image: Control of the vehicle makes the proper call, observes the tuber of the vehicle makes and one lower to portion complete and sidel plates reinstalled, checks that hood is secure         UBT uses Proper JTSS       Image: Control of the vehicle makes the proper call, observes the tuber of	59	UBT Invoices & Forwards Invoice to Cashier (primary responsibility)								
UBT properly completes the UBT Quality Inspection       Image: Complete and skid plates reinstalled, checks that hood is secure         UBT closes hood once lower bay portion complete and skid plates reinstalled, checks that hood is secure       Image: Complete and skid plates reinstalled, checks that hood is secure         UBT uses Proper, JTSS       NOTES       YES       NO       N/A       SCORE         10       LBT properly comes the divocers and visually inspection and change of gasket       Image: Complete and the chasis fitting, where applicable       Image: Complete and the chasis fitting, where applicable         11       LBT properly platelist the new of filter for wrification, of the chasis fitting, where applicable       Image: Complete and the chasis fitting, where applicable         12       LBT properly platelist the new of filter (checks of lifter spindle and gives the proper command       Image: Complete and the chasis fitting, where applicable         12       LBT properly plate that are used to complet and holes with UB filter in most case       Image: Complete and the chasis fitting, where applicable         12       LBT properly performs the ind prequired (Toyota Trant/Tranc case proper torque       Image: Complete and the complete and required complete and the complete and required complete and the complete and required complete and the complete and the complete and the complete and required complete and the complete and t	60	UBT starts the vehicle using proper procedures and calls out the "Pressure Up" command								
UBT closes hood once lower bay portion complete and skid plates reinstalled, checks that hood is secure       ID BT uses Proper 178S         UBT uses Proper 178S       ID COMER BAY TECHNICIAN (LBT)       NOTES         15       LBT properly opens the bay covers and visually inspects the vehicle for any unusual conditions       ID I	61	UBT properly turns off the vehicle, makes the proper call, observes the LBT's Quality Inspection								
UBT uses Proper JTSS       LOWER BAY TECHNICIAN (LBT)       NOTES       YES       NO       N/A       SCORE         15       LBT properly opens the bay covers and visually inspects the vehicle for any unusual conditions       Image: Comparison of the comparison	62	UBT properly completes the UBT Quality Inspection								
LOWER BAY TECHNICIAN (LBT)       NOTES       YES       NO       N/A       SCORE         05       LBT properly opens the bay covers and visually inspects the vehicle for any unusual conditions       Image: Construction (LT) establishes and visually inspects the vehicle for any unusual conditions       Image: Construction (LT) establishes and visually inspects the vehicle for any unusual conditions       Image: Construction (LT) establishes and visually inspects the vehicle for any unusual conditions       Image: Construction (LT) establishes and visually inspects the vehicle for any unusual conditions       Image: Construction (LT) establishes and visually inspects on and change of gasket       Image: Construction (LT) establishes and visual dives the proper command       Image: Construction (LT) establishes establishes and visual dives the proper command       Image: Construction (LT) establishes establishes and visual dives the proper torque       Image: Construction (LT) establishes establishes the under vehicle status to UT/TL       Image: Construction (LT) establishes establishes the under vehicle status to UT/TL       Image: Construction (LT) establishes establishes the under vehicle status to UT/TL       Image: Construction (LT) establishes establishes the UT/TL       Image: Construction (LT) establishes the under vehicle status to UT/TL       Image: Construction (LT) establishes the UT/TL       Image: Construction (LT) establishes the under vehicle status to UT/TL	63	UBT closes hood once lower bay portion complete and skid plates reinstalled, checks that hood is secure								
EBT properly opens the bay covers and visually inspects the vehicle for any unusual conditions       Image: Constraint of the constrai	64	UBT uses Proper JTSS								
68       (If the rotation) LBT sets blocks on both D/S and P/S       IBT hands up oil filter for verification, drain vehicle and hand up plug for inspection and change of gasket       IDT hands up oil filter for verification, drain vehicle and hand up plug for inspection and change of gasket       IDT hands up oil filter for verification, drain vehicle and gives the proper command       IDT properly bindicates all the chassis filtings, where applicable       IDT compet/plusticates       IDT compet/plust		LOWER BAY TECHNICIAN (LBT)	NOTES	Y	'ES	1	10	Ν	<b>/A</b>	SCORE
127       LBT hands up oil filter for vertification, drain vehicle and hand up plug for inspection and change of gasket       Image: Constraint of the constraint of the spindle and gives the proper command         128       LBT properly lubricates all the chasks all filter spindle and gives the proper command       Image: Constraint of the spindle and gives the proper command         129       LBT calls out the "Ready for Oil" and torque setting after drain plug tightened to proper torque       Image: Constraint of the spindle and gives the proper command         12       LBT properly checks all genzboxes, adds proper fluid if reguind (Toyota Trans/Trans case proper torque)       Image: Constraint of the spindle and gives of the proper torque         13       LBT properly constraites the under vehicle status to UBT/TL       Image: Constraint of the spin of the proper torque       Image: Constraint of the proper torque         14       LBT properly completes the Constraint of the proper trans on the proper trans of the proper trans on the proper tresponse to UBT's command to teave      <	65	LBT properly opens the bay covers and visually inspects the vehicle for any unusual conditions								
B       LBT properly lubricates all the chassis fittings, where applicable       Image: Control of Contrecontrol of Contrecontrol of Control of Contr	66	(If tire rotation) LBT sets blocks on both D/S and P/S								
0       LBT removes the old oil filter, checks oil filter spindle and gives the proper command         70       LBT calls out the "Ready for Oil" and torque setting after drain plug tightened to proper torque         71       LBT colls out the "Ready for Oil" and torque setting after drain plug tightened to proper torque         72       LBT property checks all genboxes, adds proper fluid If required (Coyota Trans/Trans case proper torque)         72       LBT property performs the oil pressure check and required command         74       LBT property performs the oil pressure check and required command         74       LBT property performs the oil pressure check and required command         74       LBT property performs the oil pressure check and required command         75       LBT cleans up vehicle property to ensure no drips occur         76       LBT property complets the Quality Inspection verifying torque while UBT observes         77       LBT property complets the Quality Inspection verifying torque while UBT observes         78       LBT property checks all out OF/CAF location and time, and torque sepc for drain plug/canister if needed         80       CSA/Mgr/SvCTech/CT greets using Mobile Bay flaquing preting         81       CSA sores for UBT if no other greet/ckek in is required (using mobile bay if equipped)         82       CSA covers Air Filter immediately upon receiving 1 if (in targan trans)         83       CSA covers Air Filter immedi	67	LBT hands up oil filter for verification, drain vehicle and hand up plug for inspection and change of gasket								
20       LBT properly installs the new oil filter (canister must be torqued), and helps with UB filter in most cases <ul> <li>LBT calls out the "Ready for Oil" and torque setting after drain plug tightened to proper torque</li> <li>LBT properly checks all gearboxes, adds proper fluid if required (Toyota Trans/Trans case proper torque)</li> <li>LBT properly performs the oil pressure check and required (Toyota Trans/Trans case proper torque)</li> <li>LBT properly performs the oil pressure check and required command</li> <li>LBT properly verbices the under vehicle status to UBT/L</li> <li>LBT does not excessively wash down vehicle</li> <li>LBT does not excessively wash down vehicle</li> <li>LBT properly completes the Quality Inspection verifying torque while UBT observes</li> <li>LBT properly closes bay cover and gives proper response to UBT's command to leave</li> <li>LBT use Proper JSS</li> <li>LBT uses Proper JSS</li> <li>CSA/Mgr/SvcTechCT greets using Mobile Bay Station and uses proper initial greeting</li> <li>CSA/Mgr/SvcTechCT greets using Mobile Bay Station and uses proper initial greeting</li> <li>CSA stribes for UBT if no othery greet/check in is required (using mobile bay if equipped)</li> <li>CSA stribes for UBT if no othery greet/check in is required (using mobile bay if equipped)</li> <li>CSA stribes for UBT if no othery appropriate (CSA reviews the RoCc and recommendations prior to SR)</li> <li>CSA stribes for UBT if no othery appropriate (CSA reviews the ROC and recommendations prior to SR)</li> <li>CSA stribes for UBT if no othery appropriate (CSA reviews the ROC and recommendations prior to SR)</li> <li>CSA stribes for UBT if no othery appropriate (CSA reviews the ROC and recommendations prior to SR)</li> <li>CSA stribes for UBT if no othery appropriate (CSA reviews the ROC and recommendations prior to SR)</li>       &lt;</ul>	68	LBT properly lubricates all the chassis fittings, where applicable								
1       LBT calls out the "Ready for Oil" and torque setting after drain plug tightened to proper torque       Image: Constraint of the constra	69	LBT removes the old oil filter, checks oil filter spindle and gives the proper command								
12       LBT properly checks all gearboxes, adds proper fluid if required (Toyota Trans/Trans case proper torque)       Image: Construction of the constructi		LBT properly installs the new oil filter (canister must be torqued), and helps with UB filter in most cases								
73       LBT properly performs the oil pressure check and required command       Image: Communicates the under vehicle status to UBT/TL         74       LBT cleans up vehicle properly to ensure no drips occur       Image: Communicates the under vehicle status to UBT/TL         75       LBT cleans up vehicle properly to ensure no drips occur       Image: Communicates the under vehicle status to UBT/TL         76       LBT does not excessively wash down vehicle       Image: Communicates the Quality Inspection verifying torque while UBT observes         77       LBT properly completes the Quality Inspection verifying torque while UBT observes       Image: Communicates the Quality Inspection verifying torque while UBT observes         78       LBT properly closes bay cover and gives proper response to UBT's command to leave       Image: Communicates the Quality Inspection verifying torque spec for drain plug/canister if needed       Image: Communicates the Quality Inspection verifying torque spec for drain plug/canister if needed         80       CSA/Mgr/SvcTech/CT greets using Mobile Bay Station and uses proper initial greeting       Image: Communicate the Quality Inspection verify ing and being used         81       CSA socribes for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: Communicate the service Review when appropriate (CSA reviews the ROC and recommendations prior to SR)       Image: Communicate the service Review when appropriate (CSA reviews the ROC and recommendations prior to SR)       Image: CSA interaction, if the fundraiser is open CSA reviews (MDA) with customer       Imag	71	LBT calls out the "Ready for Oil" and torque setting after drain plug tightened to proper torque								
74       LBT properly communicates the under vehicle status to UBT/TL       Image: Communicates the under vehicle status to UBT/TL         75       LBT cleans up vehicle properly to ensure no drips occur       Image: Communicates the Quality Inspection verifying torque while UBT observes       Image: Communicates the Quality Inspection verifying torque while UBT observes         76       LBT properly completes the Quality Inspection verifying torque while UBT observes       Image: Communicates the Quality Inspection verifying torque while UBT observes         77       LBT properly completes the Quality Inspection verifying torque while UBT observes       Image: Communicates the Quality Inspection verifying torque while UBT observes         79       LBT uses Proper JTSS       Image: Communicates the Quality Inspection verifying torque spector (CSA)         NOTES         CUSTOMER SERVICE ADVISOR (CSA)         NOT	72	LBT properly checks all gearboxes, adds proper fluid if required (Toyota Trans/Trans case proper torque)								
75       LBT cleans up vehicle properly to ensure no drips occur       Image: Constraint of the second seco	73	LBT properly performs the oil pressure check and required command								
78       LBT does not excessively wash down vehicle       Image: Constraint of the second sec	74	LBT properly communicates the under vehicle status to UBT/TL								
177       LBT properly completes the Quality Inspection verifying torque while UBT observes       Image: Complex Comp								ļļ		
78       LBT properly closes bay cover and gives proper response to UBT's command to leave       Image: Customer Service Advisor (CSA)       NOTES       Image: Customer Service Advisor (CSA)         79       LBT uses Proper JTSS       Image: Customer Service Advisor (CSA)       NOTES       YES       NO       N/A         80       CSA/Mgr/SvcTech/CT greets using Mobile Bay Station and uses proper initial greeting       Image: CSA uses Mighty; calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA scribes for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: CSA scribes for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: CSA scribes for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: CSA introduces themselves as part of a smooth transition into Service Review       Image: CSA introduces themselves as part of a smooth transition into Service Review       Image: CSA introduces themselves as part of a smooth transition into Service Review       Image: CSA introduces themselves as part of a smooth transition into Service Review       Image: CSA introduces themselves as part of a smooth transition into Service Review       Image: CSA introduces themselves as part of a smooth transition into Service Review       Image: CSA interaction, if the fundriaser is open CSA reviews (MOW or MDA) with customer       Image: CSA discusses with as the fund riaser is open CSA reviews (MOW or MDA) with customer       Image: CSA discusses with as the service Review       Image: CSA discusses with as the service Review image: CSA discusses with astot ustomer offers to schedul		· · · · · · · · · · · · · · · · · · ·						ļĹ		
79       LBT uses Proper JTSS       Image: Classical and the second seco										
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       Image: CSA uses Mighty, calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA uses Mighty, calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA uses Mighty, calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA uses Mighty, calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA uses Mighty, calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA uses Mighty, calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA uses Mighty, calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: CSA uses for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: CSA uses to compare the and torque spec for drain plug/canister is needed       Image: CSA uses for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: CSA intraction, if the fundraiser is open CSA reviews the ROC and recommendations prior to SR)       Image: CSA interaction, if the fundraiser is open CSA reviews (MOW or MDA) with customer       Image: CSA covers Air Filter immediately upon receiving it (if not Brand New)       Image: CSA discusses Rock Chip Repair options with customer/starts with insurance option       Image: CSA discusses Rock Chip Repair options with customer fore so chedule with call center, enters quote in GROW <t< td=""><td></td><td></td><td></td><td>Ц</td><td></td><td></td><td></td><td>ļļ</td><td></td><td></td></t<>				Ц				ļļ		
80       CSA/Mgr/SvcTech/CT greets using Mobile Bay Station and uses proper initial greeting       Image: Contemportal initial greeting       Image: Contemportal initial greeting         81       CSA uses Mighty; calls out OF/CAF location and time, and torque spec for drain plug/canister if needed       Image: Contemportal initial greeting       Image: Contemportal initial greeting         82       Internal Quote for TG is up and running and being used       Image: Contemportal initial greeting       Image: Contemportal initial greeting       Image: Contemportal initial greeting         83       CSA scribes for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: Contemportal initial greeting       Image: Contemportal initial greeting       Image: Contemportal initial greeting         84       Customer taken to Service Review when appropriate (CSA reviews the ROC and recommendations prior to SR)       Image: Contemportal initial greeting       Image: Contemportal initial greeting         85       CSA introduces themselves as part of a smooth transition into Service Review       Image: Contemportal initial greeting       Image: Contem	79					$\square$				
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83       CSA scribes for UBT if no other greet/check in is required (using mobile bay if equipped)       Image: Content of the content of				Ц		$\square$		ļļ		
84       Customer taken to Service Review when appropriate (CSA reviews the ROC and recommendations prior to SR)       Image: Construct a structure of the struct				Ц		ļļ		ļļ		
85       CSA introduces themselves as part of a smooth transition into Service Review       Image: CSA introduces themselves as part of a smooth transition into Service Review         86       Proper CSA interaction, if the fundraiser is open CSA reviews (MOW or MDA) with customer       Image: CSA covers Air Filter immediately upon receiving it (if not Brand New)         87       CSA covers Air Filter immediately upon receiving it (if not Brand New)       Image: CSA discusses are discussed with each customer, Including Tire Scans/have Tire Profiles opened on the CSA station       Image: CSA discusses Rock Chip Repair options with customer/starts with insurance option       Image: CSA discusses windshield quote with customer, offers to schedule with call center, enters quote in GROW       Image: CSA reviews vehicles' manufacturers' recommendations/uses term "Manufacturer's Recommendations"       Image: CSA discusses Vehicles' manufacturers' recommendations/uses term "Manufacturer's Recommendations"       Image: CSA discussed With customer and explains       Image: CSA hands copy of vehicle Service Report to customer and explains       Image: CSA hands copy of vehicle Service Report to customer and explains       Image: CSA provides customer with estimate using time of day and cost       Image: CSA NOTES       YES       NO       N/A       SCORE				Ц				ļļ		
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NOTES YES NO N/A SCORE	93	CSA hands copy of vehicle Service Report to customer and explains								
	94	CSA provides customer with estimate using time of day and cost				$\square$				
95 Service review information presented to the customer in a personal, educational and informative manner			NOTES	Y	ES	Ī	10	N	<b>/A</b>	SCORE
	95	Service review information presented to the customer in a personal, educational and informative manner								

-	-							
96	CSA gathers old	d and new products and delivers these items back to the vehicle with urgency						
97	Minimum of 3 m	inute service review when appropriate						
98	CSA checks for	any needed check ins or greets						
99	CSA installs air	filter on primary if needed						
100	CSA uses Migh	ty on 2nd; calls out OF/CAF location and time, and torque spec for drain plug/can if needed						
101	CSA uses Prop	er JTSS, CSA understands how to use AllData and Snap etc.						_
	1	CASHIER FUNCTION (CSA/MGR/FLOATER)	NOTES	Y	'ES	NO	N/A	SCORE
102		o all customers by last name and salutation			Ц_	⊢└	누님	
103		y presents Oil Change Schedule (OCS)			Ц_	$\square$	┼╠	
104		the customers email, name, address and phone number if they did not write up customer			Ц_	┝┝╋┥	┼냄	
105		tely reviews the entire invoice (not rushed)		_	Ц_	┝┝┫╴	┼┝┥	
106		Istomer if they have any questions after reviewing invoice			┫_	┝┝╋╴	┼┝┥	
107		Istomer if they would like email copy of invoice		_	┣	┝┝╋╴	┼岩	
108 109		s the "Free Refill" policy the customer and ask them to return.		_	<u>H</u>	┝┝╋┥	┼岩	_
110		ine customer and ask mem to return. g Coupon/Discount policy per protocol		_	╡	┝┝╋╴	┼岩	
111		ut other service information flyers or current promos			Η_	┝┝╋╴	┼岩	+
112		d oner service monnation livers of current promos			$\dashv$	┝┝╋┥	┼岩	-
112		ounge door for customer			Η-	$\square$	┼岩	
114	· · · · · · · · · · · · · · · · · · ·	customers vehicle door, installs window sticker, and thanks customer		$\vdash$	1	H	$+ \exists$	+
115	· · · · · · · · · · · · · · · · · · ·	tands how to process an eCommerce transaction		$\vdash$		П	+ H	
L		GREETER/MANAGER (MGR)	NOTES	T Y	ÉS	NO	N/A	SCORE
116	MGR greets ne	w customers when necessary -	-					
117	Scan VIN , Inpu	t plate & mileage			Ō		┢	
118		cking in the customer at the vehicle			Ő			
119	Gather/ Verify c	ustomer information						
120	Properly discus	s "driving style" screen (most people do severe driving)						
121	Uses Proper gro	eeting script comments when covering ROT						
123	Help customer i	make oil selection using ESM to verify weight, grade, and amount						
124	Add any coupor	ns to estimate						
125	Have customer	sign electronic estimate via mobile bay station. Everything completed at vehicle						_
126	Write down serv	vice code(s), time of day, special requests on windshield						_
127		por, "Please follow me into the lounge" Give lounge orientation. (Can have another assist if additionals	3)		Ц_	⊢Ц	ĻЦ	
128		r a Customer Service Advisor will be returning with vehicle inspection results.			Ц_	┝┝┫╴	┼┝	_
129		er any questions customer may have so far.		_	Ц_	┝┝┫╴	┼⊢	
130		s to MGR on 5 way and up if no additional vehicles need Greeted			Ц_	┝┝┫╴	┼┝┥	
131		ROC on secondary vehicle completed before moving back to primary		_	Ц_	┝┝╋╴	┼┝┥	
132		the UBT in verifying new oil filter number and inspects oil plug, replaces gasket		_	<u>H</u>	┝┝╋┥	┼岩	_
133 134	· · · · · · · · · · · · · · · · · · ·	n installs if available under vehicle status		_	┢	┝┝╋╴	┼岩	
134	· · · · ·	completes checkpoints screen		_	╡	┝┝╋╴	┼岩	
136		s and sends invoice to cashier whenever possible to support UBT			$\dashv$	┝┝╋┥	┼岩	
137	· · ·	operly performs ring out when appropriate			Η-	┝┝╋┥	┼岩	
137	· · · · ·	Il team members are in the proper positions		$\vdash$		H	┼岩	+
139		roper Floor Control			Ħ-	H	┼Ħ	+
140		es J-Team ensuring all are "hustling"				H	+ 片	+
141		econdary vehicle brought in at appropriate time				Г	ΤT	1 1
142		CT on secondary vehicle if CT/Svc Tech/Extra person is available; CT now becomes UBT			Ó		Τđ	
143	MGR ensures v	ehicles that are first in, are first out (unless ancillary)			Ó			
144	MGR is anticipa	ting bottlenecks and handling problems						
145	MGR communio	cates changes in positions/reassigns team as necessary to adjust to current conditions						
146	MGR ensures J	-Team members perform their secondary tasks as appropriate						
147	MGR ensures a	Il stations are cleaned and stocked after each rush period						
148	MGR uses prop						$\Box$	
		TOTAL JTSS POINTS ACHIEVED/AVAILABLE		$\square$	0	0	0	0
<u> </u>		TOTAL JTSS RESULTS %				L		0.0%
1	Notes:							
		SCHEDULING	NOTES		'ES	NO	N/A	SCORE
1	Is Schedule por	sted on a timely basis with two schedules posted when appropriate?	NUIES	+'				
2		reason (less than five hours per week scheduled/given); Over 5 hours approved by <b>DM</b>		+	Η_	┝┝╋╴	┼岩	+
3		le matches the Scheduler that was sent, changes approved by <b>DM</b>		-	Η-	$\square$	┼Ħ	+
4		notes on it; Stapled to timesheet reports				H	$+ \exists$	+
5		meets goal (prior month)		$\vdash$	Ħ-	гĦ	$+ \exists$	
		- N /		-	=	⊢≍	╈	

6 Lunches scheduled and given

7	Employees do	not clock-in late					
8	Employees do	not clock-in too early (Mgr approval for more than 10 min early)					
9	Employees "Re	ady for Work" at clock-in					
10	Staffing level a	opropriate, enough available hours and coverage; B&S, Ancillaries, etc.					
11	Staffing approp	riate to store structure (TG, BFE only, B&S)					
12	Special circum	stances taken into consideration when scheduling (Holidays, construction, etc)					
		TOTAL SCHEDULING POINTS ACHIEVED/AVAIL	ABLE	0	0	0	0
		TOTAL SCHEDULING RESULTS %					0.0%
	Notes:						
			NOTES	YES	NO	N/A	TOTAL
1	Current referer	Ce aids/books/hotline phone numbers/Lift books/Login-Password sheet available	NOTES				
2		ce Indicators (KPI's) are communicated and known by management		┼岩	┢	┝┝┽	-
3		nstrates ability to delegate effectively		┼岩	片	┝┝┽	-
4		ve Actions are current, and being used properly by Store Manager		┼岩	片	┝┝┽	-
5		checklists/spreadsheets/Email and other time management tools		┼岩	Η_	┟┝┽	-
6		urrent 90 Day Plan and LIONS forms being used with employees		┼岩	8	┟┝	-
7		nized and stocked.		┼岩	H	┟┝	-
8		inventory counts contained all categories		┼岩	8	┟┝┽	-
9		ved on day delivered		┼岩	╞	┟┝┽	-
10		Check - OIL/ATF/AFC/INS (80% accurate to pass)		┼岩	H	┟┝	_
11		tion Report free from individual parts/categories containing unreasonable valuatio	ns	┼岩	H	┟┝	_
12	-	tion Report shows that Inventory Level is within acceptable limits (not excessive in		┼岩	H	┟┝	
13	-	tments appropriate (not excessivemore than 1 case/several gallons)?		┼岩	H	┟┝	-
14		r inventory adjustments complete and contain enough information?		┼┤	H-	┟┝	+
15		/ere used when part/service exists		┼岩	Ħ-	┟┤	-
16		w part number made instead of multiple use of Wildcard for same part		$+ \exists$	Ħ	H	-
17		ormation fields are completed (TG & B&S Quotes as well)		+ H	Ħ	HH	-
18		iptions are complete and with description and part number		$+ \exists$	Ħ-	ΗĦ	-
19		ing recorded correctly and invoices are generated		┼Ħ	Ħ-	ΗĦ	_
20		ff's allowed (be reasonable taking customer service/history into account)		┼Ħ	Ħ-	ΗĦ	-
21		ty Top Off's are sufficiently explained w/supporting documentation when necessary	/		Ħ-	ΗĦ	
22		asons on Invoice Exception report are complete, accurate, and contain enough info			ň	Τī	
23	All aborted wor	korders are performed by Management			Ē	T	
24	Cash Drawer A	udit Report reviewed for incorrectly utilizing coupons/discounts (30 days)					
25	There are no p	artially open cases particularly oil filters and bottled oil					
26	Manager has g	ood understanding of P&L, General Ledger and reviews monthly					
27	Oil Filter recon	ciliation is good for prior month (variance of less than 10 filters)			Ō		
28	Lost Sales Log	on bay, in use and utilized for ordering product					
29	Review GROW	invoices for accuracy (customer information, proper discount process, etc.)					
30	Deposits made	on a Daily Basis and always secure					
31	Mid-Day Count	Balances/Deposit Correct including TG Drawer (if applicable)					
32	Safe Operatior						
33	Fleet Correctio	ns Up to Date/None going to Bounty Hunter					
		TOTAL STORE LEADERSHIP ACHIEVED/AVAILA	ABLE	0	0	0	0
		TOTAL STORE LEADERSHIP RESULTS %					0.0%
	Notes:						
		Г	TOTAL POINTS ACHIE				0
			TOTAL POINTS ACTIL		 		0
			TOTAL OVERALL SCOP				0.00%

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