

Parts Personnel Evaluation Roadmap

Far Exceeds Expectations	A. Good attendance, reliable during busy seasons/times & consistently available to meet customer needs
	B. During slow periods without direction from parts manager: cleans/dust, organizes stock, cycle counts areas on their own
	C. Develops & shares ways to be more efficient (reference sheets, notes in customer profile, notes on customer specific invoices, etc...) when pulling parts orders, coaches others to do the same. Follows & coaches others about company policy for invoicing prior to parts leaving department, customers at maximum credit limit, when inventory quantities are found to be incorrect
	D. Provides ideas for potential promotions, communicates promotions & upselling opportunities directly to customers, coaches other to do the same
	E. Finds alternative places to source parts for customer needs & invoices customer through store, provides parts manager with information to potentially stock these types parts
Exceeds Expectations	A. Good attendance, aware of busy seasons/times & makes extra effort to be available to meet customer needs
	B. During slow periods without direction from parts manager: cleans/dust, organizes stock, ask for cycle counting list
	C. Develops & shares ways to be more efficient (reference sheets, notes in customer profile, notes on customer specific invoices, etc...) when pulling and processing parts orders. Follows company policy for invoicing prior to parts leaving department, customers at maximum credit limit, when inventory quantities are found to be incorrect
	D. Provides ideas for potential promotions, communicates promotions & upselling opportunities directly to customers
	E. Finds alternative places to source parts for customer needs & invoices customer through store
Meets Expectations	A. Good attendance by arriving/leaving work on time & following company policy when needing time off
	B. During slow periods ask parts manager what needs cycle counted, cleaned/dusted, or what stock needs organizing
	C. Pulls & processes parts orders in an accurate/timely manner. Follows company policy for invoicing prior to parts leaving department, customers at maximum credit limit, when inventory quantities are found to be incorrect
	D. Aware of promotions & upselling opportunities, communicates both directly to customers. Ask questions to stay up to date on promotions
	E. Exhaust all available resources in finding parts for customer. Makes recommendations on alternative places to purchase parts as last result. Communicates situation to parts manager for feedback
Performance Needs Improvement	A. Arrives to work exactly on time or shortly after but continues to follow company policy when needing time off
	B. Periodically needs reminded by parts managers to cycle count, clean/dust, or organize stock during slow periods
	C. Requires longer times or inaccurate in pulling parts orders but ask questions on how to improve. Periodically needs reminded to follow company policy for invoicing prior to parts leaving department, customers at maximum credit limit, when inventory quantities are found to be incorrect. Does not share ways on being more efficient
	D. Aware of promotions & upselling opportunities, sporadically communicates to customers
	E. Exhaust all available resources in finding parts for customer. Makes recommendations on alternative places to purchase parts as last result. Does NOT communicate situation to parts manager for feedback
Unacceptable Performance	A. Arrives late, leaves early, or no show & does not communicate according to company policy
	B. Consistently needs reminded by parts managers to cycle count, clean/dust, or organize stock during slow periods
	C. Requires excess time or has to be directed to pull & process parts orders. Inaccurate part numbers or quantities being pulled. Frequently needs reminded to follow company policy for invoicing prior to parts leaving department, customers at maximum credit limit, when inventory quantities are found to be incorrect
	D. Not aware of promotions, does not attempt upselling opportunities. Uses reasoning that "No one told me" about promotions
	E. Tells customers to purchase parts elsewhere (amazon, online, direct from another source) to avoid markup if invoiced through store