

Service Technician Evaluation Roadmap

High Performer	Far Exceeds Expectations	A. Good attendance, reliable during busy seasons/times & consistently available to meet customer needs
		B. Coaches others to complete work in a safe/quality manner that allows them to beat the quoted repair time
C. Paperwork completed after completion of the job, changes/followup rarely required to process workorder		
D. Communicates potential promotion ideas. Promotes & upsells directly to customers		
E. Coaches others on making continuous progress/improve billable time while waiting on parts. Communicates when field issues may require an increase in parts not stocked or have limited quantities		
Reliable	Exceeds Expectations	A. Good attendance, aware of busy seasons/times & makes extra effort to be available to meet customer needs
		B. Completes work in a safe/quality manner & beats quoted repair times
		C. Paperwork completed after completion of the job with minimal changes/followup to process workorder
		D. Aware of promotions & upselling opportunities, communicates both directly to customers
		E. Creates repair plan that supports continuous progress/billable time while waiting on parts. Communicates when field issues may require an increase of parts not stocked or have limited quantities
Trainee	Meets Expectations	A. Good attendance by arriving/leaving work on time & following company policy when needing time off
		B. Meets quoted repair times in safe/quality manner, communicates to foreman/service manager early when times will not be met
		C. All paperwork completed at the end of day, requires minimal changes/followup to process workorder
		D. Aware of promotions & upselling opportunities, communicates to foreman/service manager when machines are eligible candidates
		E. Submits part request timely to allow adequate time for parts to be pulled. Spends appropriate amount of time at parts counter
Needs Improvement	Performance Needs Improvement	A. Arrives to work exactly on time/shortly after but continues to follow company policy when needing time off
		B. Work not completed within quoted repair time or a safe/quality manner. Communicates to foreman/service manager after work is complete that he/she is over quoted time. Accepts feedback on ways to improve
		C. Paperwork completed more than a day after job finished, requires changes/followup to process workorder
		D. Aware of promotions & upselling opportunities, sporadically communicates to foreman/service manager when machines are eligible candidates
		E. Longer times required to look up parts due to normal learning curve. Additional time spent at parts counter is contributed to learning from parts department personnel
Needs Improvement	Unacceptable Performance	A. Arrives to work late, leaves early, or no show & does not communicate according to company policy
		B. Does not complete work within quoted times or safe/quality manner. Does not communicate to foreman/service manager that he/she is over the quoted time. Keeps tips/tricks that promote completing repairs more efficiently & safely to him/herself
		C. Paperwork completed more than a week & requires changes/followup to process workorder
		D. Not aware of promotions & does not communicate upselling opportunities to anyone
		E. Excessive time at parts counter requiring time on work orders to be written off