



Repair Coordinator  
Monthly Coaching and Review

DATE	LABOR \$ GENERATED	JOBS PER MONTH	PERMANENT JEWELRY SALES	TOTAL SHOP PARTS	TOTAL SHOP EXP	TOTAL PERMANENT JEWELRY EXPENSE
MONTH TO DATE						
YEAR TO DATE						

CATEGORIES	MANAGER SCORING	SUPERVISOR SCORING	COMMENTS
Work Quality			
Communication			
Speed			
Teamwork			
Attitude/Willingness			
Personal Development			
Product Knowledge Friday			
Coordination w/Jewelers			

7 Performance Factors

1. Skill/Knowledge 2. Capacity 3. Resources 4. Feedback 5. Internal Motivation 6. Consequences 7. Clear Expectations

## ACTION PLAN - HOW MUCH AND BY WHEN

**WHAT** - What are the two areas that will improve over the next 30 days?

1. \_\_\_\_\_ 2. \_\_\_\_\_

**HOW** - What specific actions and/or development are required?

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

**WHEN** - When will the individual complete the “How” assignment?

1. \_\_\_\_\_ 2. \_\_\_\_\_

**HOW MUCH** - What improvement (outcome) is expected over the next 30 days?

\_\_\_\_\_

\_\_\_\_\_

**Other Comments:** \_\_\_\_\_

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This Month's Goals							
Labor \$ Generated	Jobs Per Week	Jobs Per Person	# Outside Repairs	\$ Outside Repairs	Supervisor Initial/Date	Manager Initial/Date	Follow-up Date