OPTIMUM RETAIL SOLUTIONS

Craftsman Shop Manager
Monthly Coaching and Review

Date:	SALES	% VAR LY	% VAR GOAL	GP % vs LY	REWORK %	# OF JOBS CALLED	PRODUCTION RATE	NC $	# JEWELERS HIT GOAL
Month to Date									
Year to Date									

CATEGORIES	MANAGER SCORING	SUPERVISOR SCORING	COMMENTS
Interpersonal			
Quality and Quantity			
Planning and Organizing			
Leadership			
Problem Solving			
Managing People			
Staff Development			

ACTION PLAN - HOW MUCH AND BY WHEN

WHAT - What are the two (2) high leverage categories within the production process 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:_____

_____

_____

_____

This Month's Goals									
Sales	GP %	Rework %	# of Jobs Called	Production Rate	NC $	# Jewelers made Goal	Supervisor Initial/Date	Manager Initial/Date	Follow-up Date