



## Associate Monthly Coaching and Review

Associate: \_\_\_\_\_ Date: \_\_\_\_\_

TY SALES	GOAL \$	ACTUAL \$	+/- \$	+/- %	YTD GOAL \$	YTD ACTUAL \$	+/- \$	+/- %
	GOAL % MTD	GOAL % YTD	SALES PER HOUR	APPS TAKEN	% CREDIT SOB	% REPAIR SALES	ACTUAL WARR. %	+/-
ASSOCIATE								
STORE								
DIFF +/-								

CATEGORIES	ASSOCIATE SCORING	MANAGER SCORING	COMMENTS
Hustle			
Teamwork			
1) Prepare			
2) Greet			
3) Show Merchandise			
4) Build Value			
5) Turn Over			
6) Handle Objections			
7) Close the Sale			
8) Confirmations/ Referrals			

### 7 Performance Factors

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

