



Associate Monthly Coaching and Review

Associate: _____

Date: _____

| TY SALES | GOAL \$ | ACTUAL \$ | +/- \$ | +/- % | YTD GOAL \$ | YTD ACTUAL \$ | +/- \$ | +/- % |
|----------------|----------|----------------|----------------|--------------|-------------|---------------|---------------|-------|
| | | | | | | | | |
| | AVG SALE | ITEMS PER SALE | SALES PER HOUR | CREDIT % SOB | % OF TRANS | POM % | ACTUAL WARR % | +/- |
| ASSOCIATE | | | | | | | | |
| STORE | | | | | | | | |
| DIFFERENCE +/- | | | | | | | | |

| CATEGORIES | ASSOCIATE SCORING | MANAGER SCORING | COMMENTS |
|----------------------------|-------------------|-----------------|----------|
| Hustle | | | |
| Teamwork | | | |
| 1) Prepare | | | |
| Tools | | | |
| 2) Greet | | | |
| 3) Show Merchandise | | | |
| 4) Build Value | | | |
| 5) Handle Objections | | | |
| 6) Turnover | | | |
| 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

