



**Shop Facilitators**  
**Monthly Coaching and Review**  
 for the month: \_\_\_\_\_

Date:	REPAIR SALES	CUSTOM SALES	SHOP SALES % VAR GOALS	% DUE DATES MET	INTERNAL RE-DO %	AVG TURN TIME	AVG CUSTOM TURN TIME
Month to Date							
Year to Date							

CATEGORIES	MANAGER SCORING	SUPERVISOR SCORING	COMMENTS
Initiative			
Hustle			
Teamwork			
Custom Design Time Management			
Due Dates Met			
Quality Control			
Job Redo			
Personal Accountability			
Following Instructions			
Communication			
Training			
Shop Cleanliness			

*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:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

This Month's Goals						
Repair Sales	Custom Sales	GP \$	Internal Redo %	Supervisor Initial/Date	Manager Initial/Date	Follow-up Date