



Associate Monthly Coaching and Review

Associate: _____

REVIEW PERIOD	TY SALES	GOAL \$	ACTUAL \$	+/- \$	+/- %	YTD GOAL \$	YTD ACTUAL \$	+/- \$	+/- %
	AVG TRANS	CREDIT %	APPS TAKEN	TO %	CONTACTS	REPAIR %	REPAIR AVG TRANS		
ASSOCIATE									
STORE									
DIFFERENCE +/-									

CATEGORIES	ASSOCIATE SCORING	MANAGER SCORING	COMMENTS
Hustle			
Teamwork			
1) Prepare			
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

