



Associate Monthly Coaching and Review

Associate: _____ Date: _____

REVIEW PERIOD	MTD \$ GOAL	MTD \$ ACTUAL	+/- \$	+/- %	YTD GOAL \$	YTD ACTUAL \$	+/- \$	+/- %
	AVG SALE	UNITS PER TRANSACTION	CREDIT %	APPS TAKEN	TURN OVER %	CONTACTS MADE	TRANS +/- LY	
ASSOCIATE								
STORE								

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

