



Jiffy Lube Performance Appraisal



Employee Name: _____
Work Location: _____

Position: _____
Review Date: _____



Performance Rating Description:

- **Exceeds Expectations** — Outstanding performance. Has exceeded in quality and scope of the major work objectives.
- **Meets Expectations** — Good performance. Has met the specified objectives. Performance is what is expected of a fully qualified and experienced person in this position.
- **Fails to Meet Expectations** — Poor performance. Has not met specified objectives. Performance of major job requirements is clearly unacceptable.

Areas of Evaluation:

- | | Exceeds | Meets | Fails to Meet |
|---|---------|-------|---------------|
| 1. SAFETY — Adheres to safety practices and procedures including addressing unsafe conditions and proper use of equipment, proper commands, PPE and customer safety. | _____ | _____ | _____ |
| 2. QUALITY — Consistently follows and practices set procedures specific to the particular work area. | _____ | _____ | _____ |
| 3. TECHNICAL KNOWLEDGE — Has been certified in or demonstrates appropriate skills in the following areas: | _____ | _____ | _____ |
| a) JLI Certified: Signature Certified, AT/Gearbox, Coolant Power Purge, Safety, Cashier, Courtesy, Quality Inspection. | _____ | _____ | _____ |
| b) Mfg.: Injection Service, Tire Rotation, Serpentine Belt Replacement, Battery Service. | _____ | _____ | _____ |
| c) State/Special: NYS Inspection, A/C Recharge. | _____ | _____ | _____ |
| 4. CUSTOMER SERVICE/RELATIONS — Provides excellent service to our customers ensuring that they leave pleased with their experience. | _____ | _____ | _____ |
| 5. SERVICE REVIEW/AVE. TICKET — All service reviews are conducted in accordance with JLI guidelines and average ticket meets or exceeds current target amount. Target Amount: \$ _____ Employees 6 Month Average: \$ _____ | _____ | _____ | _____ |
| 6. FACILITY — Maintains facility's interior and exterior in a manner consistent with the company's high standards. | _____ | _____ | _____ |
| 7. ATTENDANCE — Employee is punctual, stays within meal and break periods, and has a good overall attendance record consistent with company policy. | _____ | _____ | _____ |
| 8. TEAMWORK — Demonstrates the ability to cooperate, work, and communicate with others, especially during periods of high volume. | _____ | _____ | _____ |
| 9. OVERALL EVALUATION — Overall performance rating. | _____ | _____ | _____ |

COMMENTS/AREAS FOR FUTURE FOCUS:

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____

PAYROLL STATUS CHANGE FORM

(Approvals are required prior to discussion with employee)

Current Rate \$ _____

New Rate \$ _____

Effective Date _____

Next Review Date _____

Required Signatures:

General/District Manager: _____

Date: _____

HR Manager: _____

Date: _____

Payroll: _____

Date: _____