



Reaching our goals by achieving yours!

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289.259.9169 or 416.520.3038

SERVICE ADVISOR EVALUATION

DATE: _____

STORE NAME: _____

GREETING CUSTOMER

EYE CONTACT →

SMILE →

INTRODUCTIONS →

DOCUMENTING REQUIREMENTS

LISTEN TO CUSTOMER →

GET THE FACTS →

ACCURATE WRITE-UP →

ACTION TAKEN

ADVISE COURSE OF ACTION →

OVERCOME OBJECTIONS →

PRIME ITEM PRIORITY →

OBTAINING APPROVAL

REVIEW SERVICE REQUESTED →

OBTAIN CUSTOMER SIGNATURE →

THANK CUSTOMER →

COMMUNICATING

FULFILL COMMITMENTS →

FOLLOW UP →

ADVISE MISSED PROMISED TIME →

DELIVERY

REVIEW REPAIR ORDER →

INSPECT VEHICLE →

INFORM CUSTOMER OF PRICE →

	Exceeds Requirements	Above Requirements	Meets Requirements	Below Requirements	Far Below Requirements
EYE CONTACT →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMILE →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INTRODUCTIONS →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LISTEN TO CUSTOMER →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GET THE FACTS →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCURATE WRITE-UP →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADVISE COURSE OF ACTION →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERCOME OBJECTIONS →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PRIME ITEM PRIORITY →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REVIEW SERVICE REQUESTED →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OBTAIN CUSTOMER SIGNATURE →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
THANK CUSTOMER →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FULFILL COMMITMENTS →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FOLLOW UP →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADVISE MISSED PROMISED TIME →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REVIEW REPAIR ORDER →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INSPECT VEHICLE →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INFORM CUSTOMER OF PRICE →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SERVICE ADVISOR'S NAME: _____

SERVICE MANAGER'S NAME: _____

SCORE: _____