

Category	Expectations/Standards
CUSTOMER	1. Courteous and helpful rental personnel
SERVICE	2. Location Reservation accuracy
	3. Location Rental accuracy
	4. Location Rental Closing accuracy
	5. Complete Rental process from greeting to customer departure in 10 minutes or less
	6. Complete Return process from greeting to customer departure in 5 minutes or less
	7. Mechanical and physical condition of vehicles acceptable for rentals (I.e. PM's current, no missing hubcaps, etc.)
	8. Service Delivery Standards - Cleanliness of vehicle's weekly audits according to the Vehicle Service Standards Process F 0201-1204
	9. Service Delivery Standards – Cleanliness of vehicles
	10. Service Delivery Standards – Ready Slips Prepared on Clean vehicles, including identification of vehicle damage according to the Vehicle Damage Definitions Process F 0101-1204
	11. Implement policies and processes
	12. Other:
DAILY EXECUTION	1. Prepare vehicles to meet reservation demand; open with assigned number of clean cars. If no assigned number has been established, location must open with a minimum of 20 clean cars. Vehicles cleaned according to the Vehicle Service Delivery Standards F 0201-1204
	2. Prepare vehicles to meet reservation demand; open with assigned number of clean trucks. If no assigned number has been established, location must open with a minimum of 5 clean trucks. Vehicles cleaned according to the Vehicle Service Delivery Standards F 0201-1204
	3. Enhance NextCar's involvement in the local market community
	4. Forecast vehicle needs in total and by class
	5. Forecast and schedule labor needed to meet customer service needs
	6. Ensure all Location Managers work schedules that cover business peak periods
	7. Manage incremental sales process
	8. Implement policies and processes
	9. Other:

Category	Expectations/Standards
PEOPLE MANAGEMENT	1. Use recommended recruiting, selection and hiring practices
	2. Implement human resources policies regarding hiring, training, development, discipline, motivation, termination and other performance issues consistently and fairly.
	3. Refer to employee handbook and applicable HR established procedures to ensure adherence along with thorough and timely preparation of all necessary documentation.
	4. Complete performance review forms annually within specified deadlines
	5. Communicate effectively with staff including providing ongoing feedback to employees regarding work performance and expectations.
	6. Train and develop people to include ensuring employees attend all company training programs designated for employee's job classification
	7. Ensure all personnel in proper uniforms, including name tags at all times
	8. Ensure all personnel answer company telephones professionally stating the location's brand name, the employee's name and an appropriate greeting. (Greeting example: "How May I Help You", etc.)
	9. Implement policies and processes
	10. Other:
LOCATION	1. Keep interior and exterior of location clean
ENVIRONMENT	2. Maintain equipment and perform preventative maintenance
	3. Follow loss prevention and safety practices
	4. Maintain current Material Safety Data Sheets (MSDS) on all chemicals utilized.
	5. Display vehicles for customer awareness and accessibility, and point-of-purchase information/signage (Examples: High Line vehicles visible at customer points of viewing – Rent Me signs in displayed vehicle windows, etc.)
	6. Approved Signage displayed. (No Handwritten signs on display without prior management approval.)
	7. Operate the location according to government regulations
	8. Implement policies and processes
	9. Other:

Category	Expectations/Standards
FINANCIAL CONTROL	1. Maintain fleet (car) utilization at _____% (agreed upon level)
	2. Maintain fleet size at _____ (agreed upon level)
	3. Maintain revenue per unit (RPU) at _____ (agreed upon level)
	4. Achieve net refueling of _____% (agreed upon level)
	5. Follow recommended labor cost guidelines
	6. Follow recommended asset control procedures for cars/trucks
	7. Attain 100% customer signed Incident Reports and 100% pass ratio on incident reporting, claims submittal and claim's paperwork retention according to VIR & Claims Set Up process R 0101-0104.
	8. Attain 100% processing of vehicle damage pictures according to the Digital Pictures for Claims procedure, R 0201- 0205
	9. Follow Vehicle Movement Process, F 0101-1204 for Damaged Vehicles (Ready Slip prepared noting damage and (copy) given to driver for receiving location, etc.)
	10. Achieve local market objectives
	11. Achieve business plan contribution objectives
	12. Implement policies and processes
	13. Other:

My manager has discussed the performance expectations and standards for this position. I understand these expectations will be the basis for my next performance review and any related salary review.

Employee's Signature: _____ Date: _____, 200__

Supervisor's Signature: _____ Date: _____, 200__