

Category	Expectations/Standards
CUSTOMER SERVICE	1. Provide friendly, accurate and timely handling of all reservation and non-reservation inquiries through established procedures
	2. Ensure Reservation Sales Agents follow established phone dialog on all reservation calls
	3. Ensure Reservation Sales Agents follow established Customer Service Expectations
	4. Forecast and schedule personnel and hours of operation based on standard procedures to ensure optimal levels to meet reservation customer service levels
	5. Provide comprehensive out-bound call services as needed to ensure customer service
	6. Other:
DAILY EXECUTION	1. Participate in individual location's reservations set up and development process
	2. Communicate vehicle availability and pricing strategy to the Reservation Sales Agents
	3. Ensure Reservation Sales Agents follow established Profitability, Teamwork and Administrative Expectation guidelines
	4. Forecast Reservation Builds
	5. Communicate with DM any rate/booking concerns, e.g. high/low rates, location hours, vehicle utilization, etc.
	6. Maintain acceptable booking ratios and no show percentage to ensure optimal revenue is generated
	7. Enhance all Brand's Image in the community
	8. Other:

Category	Expectations/Standards
PEOPLE MANAGEMENT	1. Use recommended recruiting, selection and hiring practices
	2. Train and develop employees to include ensuring employees attend all company training programs designated for employee's job classification
	3. Implement human resources policies regarding hiring, training, development, discipline, motivation, termination and other performance issues consistently and fairly.
	4. Refer to employee handbook and applicable HR established procedures to ensure adherence along with thorough and timely preparation of all necessary documentation.
	5. Complete performance review forms annually within specified deadlines
	6. Communicate effectively with staff including providing ongoing feedback to employees regarding work performance and expectations.
	7. Schedule labor appropriately to meet the center's business needs
	8. Share information with Traffic, Operations and back office departments as needed
	9. Provide performance feedback to employees
	10. Ensure all agents in proper uniform / work attire at all times
	11. Other:

Category	Expectations/Standards
LOCATION ENVIRONMENT	1. Keep interior of Reservation Sales Center clean and orderly
	2. Ensure Reservation Sales Agent's work stations are clean and orderly
	3. Maintain Reservation Sales Center equipment and perform preventive maintenance
	4. Follow loss prevention and safety practices
	5. Operate the location according to government regulations
	6. Other:
OPERATING STANDARDS	1. Meet Company standards on attendance and punctuality
	2. Adhere to Company rules of conduct
	3. Follow established telephone system guidelines
	4. Comply with established telephone system and reservation's statistics reporting
	5. Follow recommended labor cost guidelines
	6. 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__