

Category	Expectations/Standards
<b>CUSTOMER SERVICE</b>	1. Greet and assist customers
	2. Direct customers to the return counter
	3. Explain vehicle features and controls
	4. Ask customer about the vehicle performance
	5. Thank customers for choosing NextCar
	6. Other:
	<b>SERVICE AREA:</b>
	7. Vehicles returned or received are checked for damage according to the Vehicle Damage Definitions Process F 0101 – 1204
	8. Mechanical and physical condition of vehicle acceptable for rental (I.e. PM is current, no missing hubcaps, etc.)
	9. Clean vehicles according to the Vehicle Service Delivery Standards Process - F 0201-1204 which includes vehicle refueling
	10. Service Delivery Standards Weekly Audit Score average for 8 consecutive weeks prior to review. (Add the eight weekly scores together and then divide by eight to get the average score here.)
	11. Ready Slips Prepared on Clean vehicles including identification of vehicle damage according to the Vehicle Damage Definitions Process F 0101-1204
12. Other:	
<b>PROFITABILITY</b>	1. Follow Vehicle Movement Process, F 0101-1204 for Damaged Vehicles (Ready Slip prepared noting damage (copy) given to driver for receiving location, etc.)
	2. Use supplies in a conservative manner
	3. Store supplies in a safe, secure area
	4. Other:
<b>TEAMWORK</b>	1. Maintain _____ # clean vehicles per _____
	2. Maintain neat and organized work area
	3. Report unsafe equipment or hazardous spills to management
	4. Maintain adequate supplies at work station and vehicle wash area
	5. Keep exterior of location clean and in good repair
	6. Follow loss prevention and safety practices
	7. Display vehicles for customer awareness and accessibility including point-of-purchase information/signage (Examples: High Line vehicles visible at customer points of viewing – Rent Me signs in displayed vehicle windows, etc.)
	8. Approved Signage displayed. (No Handwritten signs on display without prior management approval.)
	9. Understand the daily game plan at start of shift
	10. Demonstrate flexibility in meeting operational needs
	11. Treat other team members with courtesy and respect
	12. Other:



# Performance Expectations Service Agent

Category	Expectations/Standards
<b>JOB KNOWLEDGE /</b>	1. Move un-rentable vehicles to an appropriate area of the lot and inform counter of vehicle condition
<b>ADMINISTRATION</b>	2. Ensure all vehicles and keys are accounted for throughout the day
	3. Conduct vehicle inventory according to established procedures
	4. Check vehicles for customers belongings and turn in to designated lost and found
	5. Drive vehicles safely through car wash or hand wash area
	6. Ensure proper registration and licensing prior to ready
	7. Place Vehicle Incident Reports in the vehicle's glove box
	8. Ensure furniture pads and hand trucks are in moving trucks at the time of rental and at the time of return
	9. Complete check-in slips, record fuel and mileage levels
	10. Complete ready slips during service process according to the Vehicle Service Delivery Standards procedure, F 0201 - 1204
	11. Complete fuel logs
	12. Complete appropriate training programs
	13. Read and apply Company directed communications re: programs/procedures
	14. Other:
<b>GENERAL</b>	1. Meet Company standards on attendance and punctuality
	2. Adhere to Company rules of conduct
	3. Maintain professional appearance in proper uniform, including name tag at all times
	4. Adhere to lost and found policies
	5. Maintain valid acceptable state driver's license
	6. Observe all traffic codes, safe driving rules and Company policy with regards to accidents
	7. Other:
	8. 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\_\_