



# VIOC Spotlight on Performance



Fast & Friendly Greeting				Pts
1. Wheel stop greet				1 / 0
2. Welcome/Introduce Self/Assistance				1 / 0
3. New or Returning				1 / 0
4. Satisfaction Goal/Introduce team				1 / 0
5. What to expect/Call outs				1 / 0
Oil Presentation				Pts
6. Oil Guide/Good, Better, Best or confirm premium				1 / 0
7. Benefits/Price/Additional charges				1 / 0
8. Ask for sale				1 / 0
9. Present green option				1 / 0
10. Confirm oil and weight				1 / 0
Service Recommendation				Pts
11. Use Service Recommendation Sheet for service overview				1 / 0
12. Present each category:		S	S/F	E
▪ Extra Services Guide		1 / 0	1 / 0	1 / 0
▪ Items that are good		1 / 0	1 / 0	1 / 0
▪ Items needing replaced/serviced		1 / 0	1 / 0	1 / 0
▪ Ask for sale at end of category		1 / 0	1 / 0	1 / 0
Bring Them Back				Pts
13. Next visit/Service Recommendations Sheet to guest				1 / 0
14. Service review/Full Fluids/Tire Pressure				1 / 0
15. Is there anything else...?				1 / 0
16. Satisfied with service?				1 / 0
17. Final total				1 / 0
18. SCM name and number				1 / 0
19. Thank/Invite back				1 / 0
Spotlight Points				
G ____ + E ____ + M ____ + S ____ + S ____ = GEMSS Points				
Team Bonus				
Total Points				

Service Team: \_\_\_\_\_

MOD: \_\_\_\_\_ Time: \_\_\_\_\_

Date: \_\_\_\_\_ Evaluator: \_\_\_\_\_

Score 1 point if they do well in the category or -2 points if they have opportunities in the category.

Category	DO (+1 point)	DON'T (-2 points)
<b>G</b>	<ul style="list-style-type: none"> <li>Hands relaxed and inviting</li> <li>Draw attention to visual aides</li> </ul>	<ul style="list-style-type: none"> <li>Hands in pockets</li> <li>Arms crossed</li> <li>Pointing with one finger</li> </ul>
<b>E</b>	<ul style="list-style-type: none"> <li>Position self at guest's level</li> <li>Make direct eye contact</li> </ul>	<ul style="list-style-type: none"> <li>Stare</li> <li>No eye contact – talk to computer</li> </ul>
<b>M</b>	<ul style="list-style-type: none"> <li>Face guest when speaking</li> <li>Lean forward slightly</li> <li>Confident posture</li> </ul>	<ul style="list-style-type: none"> <li>Invades personal space</li> <li>Tense</li> <li>Leans on vehicle/podium</li> </ul>
<b>S</b>	<ul style="list-style-type: none"> <li>Speak loud and clear</li> <li>Uses their name</li> <li>Mirror the guests pace and tone</li> </ul>	<ul style="list-style-type: none"> <li>Mumbles</li> <li>Speaks too fast</li> <li>Makes callouts in the window</li> </ul>
<b>S</b>	<ul style="list-style-type: none"> <li>At all times when facing or speaking with the guest</li> </ul>	<ul style="list-style-type: none"> <li>Frown</li> </ul>

**Team Bonus:**  
High energy and enthusiasm **Pts**  
1 / 0

Call outs loud, clear and enthusiastic **Pts**  
1 / 0

**Comments:**

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Performance Scale: Out of Sight! = 37 pts Outstanding! = 36 – 29 pts Acceptable = 28 – 24 pts Needs Coaching = 23 pts or below