

Spotlight Review Instructions & Scoring

The spotlight form is designed to help evaluate how team members are performing the guest service role in the service center. After the spotlight is completed, review the results with the team member and provide coaching when needed or congratulations on a job well done!

Scoring

- Total of 35 points possible, each step is worth 1 point. The procedure has a total of 30 possible points and the GEMSS when performed correctly will allow you to achieve an additional 5 points to achieve Out of Sight Performance.
- Just performing the step is not good enough. Each step should be done in a conversational, customer friendly way in order to receive points. There are no half points given.
- The “Service Recommendation” section is broken down into three categories – Safety (S), Systems & Fluids (SF) and Efficiency (E). Each step within each category is worth one point for a total of 12 points.
- Consider it a “freebie” if the step doesn’t apply (e.g. NextGen isn’t available in a full synthetic option) and give them the point.
- GEMSS – Each *category* within this section is worth 1 point if performed correctly. IF the section is NOT performed correctly, 2 points will be deducted. There are examples of “Do’s” and “Don’ts” for each category.
 - Gesture
 - Eye Contact
 - Movement & Posture
 - Sound
 - Smile
- Team Bonus – Additional bonus points are awarded for the team’s performance for exhibiting high energy, enthusiasm, and executing call outs loud and clear.

Overall Performance Key

- Out of Sight Performance = 37 points
 - Congratulate this employee! They have successfully followed SuperPro and provided a great experience for our customer!
- Outstanding Performance = 36 – 29 points
 - Congratulate this employee! Provide tips and feedback on how they can reach “Out of Sight Performance” next time!
- Acceptable Performance = 28 – 24 points
 - While most steps were performed acceptably, improvement is needed in some areas. Provide feedback and tips to help them improve on their weak areas.
- Needs Coaching = 23 points or below
 - Considerable improvement is necessary to attain acceptable performance. Coach this employee on their weaknesses and follow-up frequently on their progress.