

SCORECARD - SERVICE

Judge's Name:	Date:									
Competitor's Name:	Vehicle: 2023 Outlander	PHEV G	T Pre	mium						
Dealership Name/Code:	Judge's Signature:									
Competition Level: In-Dealership	Diamond Training Certifi	ied· □ \	Yes	□ No)					
· · · · · · · · · · · · · · · · · · ·										
Checked vehicle information in Super Screen bef	ore customer arrival:		res)					
Use a scale of 1 to 5 to rate each contestant on specification category, using the rating column also as a point Appearance/Professionalism/Attitude (First Impression scoring, see page 2.	column. For instance, if the c	contestal	nt wa: value	s rated "	4" for or an	-	le of			
FIRST IMPRESSIONS										
FIRST IMPRESSIONS		1	2	3		4	5			
Greets customer and accesses their information in a ti (MICAR, or similar)	mely and efficient manner									
Appearance/Professionalism/Attitude				+						
Total each column vertically and add column totals for a Sub-Total Score			_	+	_		-			
PRESENTATION SKILLS										
Fluency and Smoothness (good enunciation, well-orga delivery of information)	nized thoughts, fluid					Т				
Body language (appropriate gesturing, body movement, personal space, direct eye contact, listening skills)										
Authoritative manner (appropriate tone of voice, prese										
Clear and concise presentation (articulate and succinct, appropriate level of information/detail provided)										
Demonstrates exceptional use of MICAR (or similar) ted	chnology tool on a tablet									
Total each column vertically and add column	totals for a Sub-Total Score	+		+	<u>+_</u>	<u> </u>	— —			
PRE-SERVICE WRITE-UP										
Write-up process (asks open-ended questions to clarify concerns, clearly documents customer descriptions of service needs and/or concerns										
Walk around inspection completed with customer (exp MICAR/tablet, notes dents, scratches, etc., engages th etc.)										
Additional services (factory required maintenance, unscheduled services, recalls, dealership recommended services)										
RO Write-Up (based on the customer scenario, Service Advisor was able to improve RO hours)										
Communicates anticipated vehicle pick-up time with customer										
Customer Acknowledgement (obtains customer signature on RO estimate, prints, and provides a copy to the customer)										
Total each column vertically and add column	n totals for a Sub-Total Score	+		+	<u>+_</u>	<u>+</u>				
ACTIVE DELIVERY										
Reviews the invoice with the customer, explaining all c printed copy to the customer	harges, and provides a									
Advises on future scheduled maintenance										
Offers to book the customer's next Service Appointment Communicates where the customer's vehicle is located						-+				
Total each column vertically and add column totals for a Sub-Total Score		4		+	+	+	_			
BONUS OPPORTUNITY							Ŧ			
Presentation went above and beyond expectations (at	Judge's discretion)				T					
Total each column vertically and add column					+-		_			
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SCORECARD - SERVICE

Judge's Name:	Date:						_
Competitor's Name:	Vehicle: 2023 0	utlander P	HEV GT F	Premium			
Dealership Name/Code:	Judge's Signatu	ire:					_
Competition Level: In-Dealership	Diamond Trainii		d: 🗆 Yes		0		_
Checked vehicle information in Super Screen be			□ Yes		0		_
							-
Use a scale of 1 to 5 to rate each contestant on spece each category, using the rating column also as a poir Appearance/Professionalism/Attitude (First Impressing), see page 2.	nt column. For instand	ce, if the co	ntestant v	vas rated	"4" for		
			Poor	Avera	ge Exc	Excellent	
FIRST IMPRESSIONS			1 :	2 3	4	5	
Greets customer and accesses their information in a (MICAR, or similar)	timely and efficient m	anner			V		
Appearance/Professionalism/Attitude						✓	
Total each column vertically and add colun	nn totals for a Sub-To	tal Score		+	+ 4 -	+ 5	9
PRESENTATION SKILLS							
Fluency and Smoothness (good enunciation, well-org delivery of information)	ganized thoughts, fluid	i				v	
Body language (appropriate gesturing, body moveme eye contact, listening skills)	ent, personal space, d	rect				v	
Authoritative manner (appropriate tone of voice, pre	sented with confidence	e)			v		1
Clear and concise presentation (articulate and succin					V		1
information/detail provided) Demonstrates exceptional use of MICAR (or similar) t	ochnology tool on a ta	blot		V			-
Total each column vertically and add colum			-	+ 3	+ 8 -	10 =	21
·	III totais for a Sub-fo	tai Score	-		, ,	10	7
PRE-SERVICE WRITE-UP							
Write-up process (asks open-ended questions to clar documents customer descriptions of service needs a					v		
Walk around inspection completed with customer (ex MICAR/tablet, notes dents, scratches, etc., engages etc.)	xplains purpose of	e tablet,			v		
Additional services (factory required maintenance, un dealership recommended services)	nscheduled services, r	ecalls,				V	
RO Write-Up (based on the customer scenario, Servici improve RO hours)	e Advisor was able to					V	
Communicates anticipated vehicle pick-up time with				V			
Customer Acknowledgement (obtains customer sign and provides a copy to the customer)	ature on RO estimate,	prints,				V	
Total each column vertically and add colun	nn totals for a Sub-To	tal Score	+	+ 3	+ 8 -	15	26
ACTIVE DELIVERY							
Reviews the invoice with the customer, explaining all printed copy to the customer	charges, and provide	s a		v			
Advises on future scheduled maintenance			,	V			4
Offers to book the customer's next Service Appointm Communicates where the customer's vehicle is locat					V	V	-
Total each column vertically and add colum		tal Score	+ :	2 + 3	+ 4	_	14
BONUS OPPORTUNITY					7		
Presentation went above and beyond expectations (a	at Judge's discretion)			v			1
Total each column vertically and add colun		tal Score	+ :	2 +	+ -	+ :	2
		1	CALCUL	ATE THE	TOTAL	SCORE	72