



SCORECARD – SERVICE

Judge's Name:	Date:
Competitor's Name:	Vehicle: 2023 Outlander PHEV GT Premium
Dealership Name/Code:	Judge's Signature:
Competition Level: In-Dealership	Diamond Training Certified: <input type="checkbox"/> Yes <input type="checkbox"/> No
Checked vehicle information in Super Screen before customer arrival: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Use a scale of 1 to 5 to rate each contestant on specifics outlined for each category. When complete, add up the score for each category, using the rating column also as a point column. For instance, if the contestant was rated "4" for Appearance/Professionalism/Attitude (First Impressions) that rating would also have a point value of "4" For an example of scoring, see page 2.

	Poor	Average	Excellent	
	1	2	3	4
FIRST IMPRESSIONS				
Greets customer and accesses their information in a timely and efficient manner (MICAR, or similar)				
Appearance/Professionalism/Attitude				
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+
PRESENTATION SKILLS				
Fluency and Smoothness (good enunciation, well-organized thoughts, fluid delivery of information)				
Body language (appropriate gesturing, body movement, personal space, direct eye contact, listening skills)				
Authoritative manner (appropriate tone of voice, presented with confidence)				
Clear and concise presentation (articulate and succinct, appropriate level of information/detail provided)				
Demonstrates exceptional use of MICAR (or similar) technology tool on a tablet				
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+
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 (explains purpose of MICAR/tablet, notes dents, scratches, etc., engages the customer with the tablet, 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)				
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+
ACTIVE DELIVERY				
Reviews the invoice with the customer, explaining all charges, and provides a printed copy to the customer				
Advises on future scheduled maintenance				
Offers to book the customer's next Service Appointment				
Communicates where the customer's vehicle is located				
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+
BONUS OPPORTUNITY				
Presentation went above and beyond expectations (at Judge's discretion)				
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+
CALCULATE THE TOTAL SCORE				



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	Poor		Average		Excellent
	1	2	3	4	5
FIRST IMPRESSIONS					
Greets customer and accesses their information in a timely and efficient manner (MICAR, or similar)				✓	
Appearance/Professionalism/Attitude					✓
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	4	5 = 9
PRESENTATION SKILLS					
Fluency and Smoothness (good enunciation, well-organized thoughts, fluid delivery of information)					✓
Body language (appropriate gesturing, body movement, personal space, direct eye contact, listening skills)					✓
Authoritative manner (appropriate tone of voice, presented with confidence)				✓	
Clear and concise presentation (articulate and succinct, appropriate level of information/detail provided)				✓	
Demonstrates exceptional use of MICAR (or similar) technology tool on a tablet			✓		
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	3	8	10 = 21
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 (explains purpose of MICAR/tablet, notes dents, scratches, etc., engages the customer with the tablet, 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)					✓
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	3	8	15 = 26
ACTIVE DELIVERY					
Reviews the invoice with the customer, explaining all charges, and provides a printed copy to the customer			✓		
Advises on future scheduled maintenance		✓			
Offers to book the customer's next Service Appointment				✓	
Communicates where the customer's vehicle is located					✓
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	2	3	4	5 = 14
BONUS OPPORTUNITY					
Presentation went above and beyond expectations (at Judge's discretion)		✓			
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	2	+	+	+
CALCULATE THE TOTAL SCORE					72