

# AUSTRALIAN AUTOMOTIVE GROUP

## PROBATIONARY PERIOD ASSESSMENT FORM

Employee Full Name Shannon Sisk Site Location Melrose Park  
 Employee Position S/Advisor Site Managers Name Tony Elias  
 Employee Start Date 3/6/19 Site Managers Job Title Service Manager

Please note the following checklist and recommendations are to be filled in by the Site Manager accurately and in full. This document will form part of the Australian Automotive Group's assessment in determining whether or not the employee named above will have their employment terminated. I understand this document is private and confidential and can be used in legal proceedings where my analysis may be called into question. This document is must be passed to your manager once completed.

Criteria	Poor 1	Passable 2	Average 3	Good 4	Excellent 5
1 What level of job knowledge does the probationer have?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 How good is the probationer's quality of work?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 How is the probationer's time management skills?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 How is the probationer's hygiene and overall appearance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5 How well does the probationer follow safe work procedures and safety rules?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6 What level of initiative does the probationer show (e.g. are they a self-starter)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7 How well does the probationer follow instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 How well does the probationer follow company policies?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 How punctual is the probationer?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 How well does the probationer cooperate with managers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 How well does the probationer work with staff generally?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 How good an attitude does the probationer display towards their job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13 How good an attitude does the probationer display towards AAG as a whole?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 Further notes : <u>1 month - store change over &amp; recharged</u> <u>following up from 2 previous Service Advisor</u>					
Overall Score =					(out of

### How does this employee rate to AAG's standards?

Manifestly Substandard ☐ Substandard and making unsatisfactory progress ☐ Substandard but making some progress ☒ Average ☐ Above Average ☐ Outstanding ☐

I confirm that over the course of this employee's probationary/qualification period, I have been continually assessing the employee's performance on an informal basis. In my considered opinion, I hereby recommend AAG undertake the following course of action against the employee named above.

The employee should be terminated with notice

The employee should have their suitability re-assessed in (.....) months

The employee should be offered employment as soon as practicable

Print Name

Signature

Today's Date

Good afternoon Shannon,

I have reviewed your email and think there are some operational points definitely worth exploring. However I feel the need to advise you again of the concerns we spoke about last night. I say this because although you raise some good points which will no doubt assist you performance in the department, these issues are operational in nature. My concerns last night were more aligned to how you personally are dealing with issues arising and given those issues are a critical aspect of your ongoing employment, it is necessary to discuss these with you at first instance

So just to clarify, your role as a service advisor at Ryde Hyundai entails many duties. Generally it requires you to:

- 1) Acknowledge and service our customers as quickly as possible. To do this effectively and succeed in your role, you are required to prioritise your work (e.g. - urgent and non-urgent tasks).
- 2) Ensure that the Repair Orders (RO) you send to the workshop, have clear instructions on them. If the RO is unclear or ambiguous, you are required to liase with the workshop ASAP to ensure there is no misunderstanding. It's not the role of a technician at Ryde Hyundai to follow up on ambiguous or unclear RO's and I view this as a performance issue on the part of an service advisor when this occurs.
- 3) Ensure you communicate effectively with not only fellow staff members, but also with our customers. In order to succeed in your role, the levels of communication you are currently displaying, will need to significantly improve very quickly.
- 4) Effectively upsell products to customers who bring in their vehicle in a timely manner. By not doing this, unnecessary costs are incurred to our business. I point out that upselling is a KPI attached to your employment and regardless on how well you communicate to customers, the requirement to meet this KPI is a criteria for your ongoing employment.
- 5) Ensure your Customer Satisfaction Scores (CSI) are at the very least average (and above). Currently they are below expectation/requirements from the manufacturer(Hyundai) and as you are aware both yourself and Ryde Hyundai will suffer financially if these CSI targets are not met.

Again, I will revisit some of the items you have mentioned however please be aware that the points above, are matters I am required to assess you on (as well other staff).

Unfortunately, I am also accountable for any performance issues of my staff. As you are no doubt aware, if my staff are not achieving a set CSI and KPI (for upselling), I am accountable and performance managed. For this reason and regrettably, I need to advise that if there is no improvement by the end of the month, I will be forced to start the performance management process and seek assistance from HR.

---

Regards