

Kelly Automotive Group Career Path Advisor to Leadership Role

Hired as a Service Advisor



First 30 Days:

- Introduce to all Team Members
- Spend 1 day in Service Drive
- Spend 1 day in Parts Department
- Spend ½ day in Body Shop
- Spend 3 days shadowing other Advisors
- Review work schedule with Service Manager
- Review Expectations with Service Manager
- Explain KAG processes
- Arrange training
- Set up for Success



31 Days to 6 Months Review:

- Review performance metrics
- Review Customer Satisfaction (CSI) Scores
- Set Goals & Expectations
- Review Training
- Review President's Club Standings
- Partners well with Team Members
- Aligned with and Promotes KAG Values



6 Months + Review:

- Review performance metrics
- Review CSI Scores
- Set Goals & Expectations
- Review Training
- Review President's Club Standings
- Review previous goals
- Fully Factory Certified
- Exhibits excellent communication skills, smiles, good listener, and professional appearance
- Partners well with Team Members
- Has the respect of Technicians and Advisors
- Aligned with and Promotes KAG Values



Ideal Next Steps



Service Manager or Parts Manager:

- Meets and Exceeds all Forecasts
- Has the respect of Technicians and other Advisors
- Partners with Other Department Managers & Managers from other stores
- Works well with KAG Leadership Team
- Timely and Accurate paperwork processing
- Good Work Ethic
- Happy, warm, and friendly
- Fully Factory Trained & Certified
- Proven President's Club Leader
- Achieves Above Average Factory Customer Satisfaction Scores
- Low Department Turnover
- Exceptional Coach/Leader/Mentor/Recruiter
- Promotes & Supports all KAG Training Processes & Efforts
- Aligned with and Promotes KAG Values



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