Employee Review Agenda:

- Update Personnel Files information:

Name:

Address:

Home Phone Number:

Cell Phone Number:

Email Address:

- Update Emergency Info:

Emergency Contact
Name:

Relationship:

Address :

Phone Number:

Cell Phone Number:

- Update Birthdays

Employees Birth date:

Employees Children's Birthdates:

1.

2.

3.

4.

5.

- Update Wedding Anniversary Dates

  Spouses Name:

  Wedding Anniversary Date:

- Review all documents on file in employee folders. i.e. drivers license, social security card, etc.

- Review YTD pay 2004 versus 2005

  _____ + _____
  2004 Year End Pay + Material Bills

  _____ + _____
  2005 Year End Pay Material Bills

- Review Attendance Record Days off, Tardiness

- Review Personal Goals for each individual

- Review areas for needed improvement

- Review areas that individual has excelled in.

- Open discussion and\or comments from employee.
  Items to be discussed:

- Concluding comments from all parties.

- Employee One on One with Michael Anderson

2005 Employee Questionnaire
Wagonwork Collision Center

Thanks for being a part of the team!

Great Customer Satisfaction Beings With Great Employee Satisfaction

We are committed to the complete satisfaction of not only our customers but also to you. You are a valuable member of our team. In order that we may all continue to grow and prosper, it is important that we keep the lines of communication open at all times. Your opinion counts!

Name: _____ ***Position:***_____

Immediate Supervisor:_____ ***Location Manager***:_____

WE WANT TO KNOW ABOUT YOU!!!!Rating Yourself

How ***do you as an employee rate yourself*** in the following areas on a scale of 1 – 5?

1 - Never Meets WWCC's Standards
2 - Partially meets WWCC's Standards
3 - Generally meets WWCC's Standards
4 - Fully Meets WWCC's Standards
5 - Exceeds WWCC's Standards

Attendance	1	2	3	4	5
Quality and Quantity of work	1	2	3	4	5
Adaptability	1	2	3	4	5
Continuous improvement	1	2	3	4	5
Teamwork	1	2	3	4	5
Organization and planning ability	1	2	3	4	5
Cleanliness of workspace	1	2	3	4	5
Enthusiasm	1	2	3	4	5
Loyalty	1	2	3	4	5
Customer follow up	1	2	3	4	5
Your immediate supervisor	1	2	3	4	5
Your Team Coordinator	1	2	3	4	5
Filling out the Blue Cards	1	2	3	4	5
Following WWCC SOP's	1	2	3	4	5

What areas do you feel you need improvement in?

What areas do you feel you are meeting or exceeding expectations in?

Are there any goals that you set for yourself last year that you did or did not complete? If you didn't complete, why do you think that is?

What do you as an employee feel that your goals or objectives should be for the upcoming year? I.e. Repair Order's handled, sales $, hours turned, etc.

How can WWCC assist you in meeting your goals?

What would make you more productive at WWCC?

WWCC AT THE TOP – HOW ARE WE PERFORMING?

How do you feel you are treated by your immediate supervisor?

How would you rate your supervisor? How could they improve?

How do you feel that you are treated by the location manager?

How could your managers improve?

On a scale of 1-10, (1-being not at all, 10-being extremely), how well do you feel appreciated by Wagonwork?

How often do you get an "Atta Boy" for a job well done? Circle One Please.

From your immediate supervisor

Frequently Occasionally Infrequently Never

From Michael Anderson:

Frequently Occasionally Infrequently Never

From Jesse Anderson

Frequently Occasionally Infrequently Never

From your Team Coordinator

Frequently Occasionally Infrequently Never

How do you feel that you are treated by your coworkers?

Do you feel you are treated fairly at all times? Yes No
Explain:

CULTURE MAKES US WHO WE ARE!!! SO, WHO ARE WE?

Do you have any problems with your fellow workers? Yes No
Explain:

What changes would you like to see made at WWCC? How do you best see those changes being implemented? (i.e. By Whom, How, When?)

What suggestions do you have to make WWCC a better place to work?

If you are a recent hire, has WWCC lived up to the expectations set forth during your interview process? Yes No

If no, what areas exactly did Wagonwork fall short in?

As a new hire, do you have any suggestions for how Wagonwork could best Indoctrinate a new employee?

How long do you think you will be working at WWCC?

Please rate the following on a scale of 1-5, (1-least, 5-most), as to what is most Important to you.

Interesting Work	1	2	3	4	5
Full Appreciation of work done	1	2	3	4	5
Feeling of being in on things	1	2	3	4	5
Job Security	1	2	3	4	5
Good Pay	1	2	3	4	5
Promotion and Growth	1	2	3	4	5
Good working conditions	1	2	3	4	5
Loyalty to employees	1	2	3	4	5
Help with personal problems	1	2	3	4	5
Tactful discipline	1	2	3	4	5
Quality of life (time off)	1	2	3	4	5

Please take a moment to rate the following questions on a 5-point scale, (5-being excellent, and 1-being poorly), by circling a number.

1. Courteousness of the entire staff	1	2	3	4	5
2. Ability to the various departments to Communicate with each other	1	2	3	4	5
3. Quality of the repairs performed at WWCC	1	2	3	4	5
4. Is the shop equipment, lighting, work flow Etc. conductive to high production and quality	1	2	3	4	5
5. Cleanliness of the shop	1	2	3	4	5
6. Cleanliness of the lunch area	1	2	3	4	5

Do you feel you are kept informed about the company's goals, plans, progress, etc.?

1 2 3 4 5

How would you rate WWCC as a place to work to your friends or family?

1 2 3 4 5

$$$$$$ PAY $$$$$$ MONEY $$$$$$ COMPENSATION $$$$$

Are you satisfied with the method of your compensation (commission or salary)?

Yes No

If no, how would you prefer to be compensated?

Did the total money you have earned here from Wagonwork in 2005 meet your expectations for the year?

Yes No

If no, what were your expectations for income for the year of 2005?

Do you think you made MORE SAME LESS money in 2005 than 2004? (Circle One of the above.)

How do you feel about your current level of pay?

What would you be willing to do to make more this year?

What is your expectation for annual income for next year (2006)?
What hours would you be willing to work for that? What do you feel you can contribute to increase your income?

Should <u>some</u> of your compensation be tied to overall performance of the company?

Yes No

Should <u>some</u> of your compensation be tied to the overall performance of your department?

Yes No

Should all of your compensation come strictly from your individual performance?

Yes No

BENEFITS:

On a scale of 1-5, (1-least, 5-most), rate the importance to you of each of the following:

Company Cook-outs/Lunches:	1	2	3	4	5
Birthday Cards to your Kids:	1	2	3	4	5
Company Special Events:	1	2	3	4	5
(Rafting, Christmas Party, Kings Dominion, Fishing, etc.)					
Attending NACE:	1	2	3	4	5
Paid Holidays:	1	2	3	4	5
Retirement Plan:	1	2	3	4	5
Paid Vacations:	1	2	3	4	5
One Friday off per month:	1	2	3	4	5
Christmas Bonus:	1	2	3	4	5
Christmas Party:	1	2	3	4	5
Half Days on Friday:	1	2	3	4	5
Paid Training/Education:	1	2	3	4	5

Do you have any suggestions to improve or add to the above benefits?

Do you currently like the work schedule of closing at 1pm on Fridays?

Yes No

TRAINING:

Are there any training classes that you would like to attend this year?

What commitment are you willing to make to attend more training? i.e. attend on weekends, or work a Saturday or stay late if class is during work day, etc.?

The cost of training has always been 100% paid for by Wagonwork, in your Opinion, if this had to change what do you think would be fair?

Do you think if an employee leaves WWCC within six months of their attending training do you think they should be required to reimburse WWCC for that training?

How happy are you doing the daily job functions of your present position?
Circle One Please.

Very Happy Happy Somewhat Happy Miserable

THE FUTURE:

Do you have a career path that you want to follow?

Yes No

What is that career path?

What needs to change/improve at WWCC for you to consider your Employment here to be a lifetime/career opportunity?

What are your long-term career goals?

Do you feel that Wagonwork can provide an avenue for you to attain your goals?

How can WWCC make/save more money and pass it on to the employees?

If you have any additional comments on ways that we can improve our company, Please list them here.

What is your favorite task that you are required to perform?

Are there any other questions that you would like to see added to this survey?

Please feel free to make additional comments or clarify any answers you may have circled

Please note after reviews are completed, Mike Anderson will make an itemized list of employee suggestions and plans to implement the ideas that are agreed upon, and he will also compile a list of suggestions that were not accepted with the reasons why they weren't accepted.