



STRENGTHS

Very Dependable
 Working with others
 Working on gas Engines
 Brain storming w/ other
 TEAMS.
 Hands on training
 Willing to learn New
 things
 Enjoy working on vehicles

WEAKNESSES

Asking for help
 Need more training for
 Differential
 transmission
 Diesel
 Second @ Guessing Work
 First work
 Promaster work
 Rusting work
 Intermittent Conditions.
 GETTING Put down or
 Down TALK TO
 USO TRAINING
 - NO COMMUNICATION with
 - Advisors -
 Not Having All the information
 Need to Fix Vehicles.
 Some work, work

OPPORTUNITIES

Don't SEE Any Opportunities
 Here
 = NO INCENTIVE =
 Bonus
 L
 TRAINING Possible

THREATS

New Employee's getting Equal
 pay for work that I do
 & get more work
 No parts or B/O parts
 Advisors -
 Promise Customer w/o
 checking with Tech.
 Warranty Work -
 Seniority means nothing.
 NOT APPRECIATED
 LOSTING THE PARTS IN W/ ADVISORS &
 WRONG PARTS OR OSEEN



STRENGTHS	WEAKNESSES
<ul style="list-style-type: none">+ work ethic+ fast learner+ patient+ knowledge of vehicles+ knowledge of tools+ able to communicate well+ great memory.	<ul style="list-style-type: none">+ multi tasking+ maneuvering navigating service info.+ Policies of warranty+ ergonomics of communication to managers+ advisors
OPPORTUNITIES	THREATS
<ul style="list-style-type: none">+ Improvement of weaknesses+ learning more each and every second+ evolving work practices to improve overall quality efficiency and satisfaction to myself employer and customers	<p>I am not sure</p> <ul style="list-style-type: none">+ how pay is earned+ how progress is evaluated+ how work is monitored+ failure involved in repair procedures that are out of my control



STRENGTHS	WEAKNESSES
<p>Diesel work Steering/suspension Engine work Electrical Shop Equipment is up to date Good work environment</p>	<p>Transmission Differential and driveline Knowledge of warranty procedures</p>
OPPORTUNITIES	THREATS
<p>Training WBT In person training</p>	<p>Warranty Service advisers not selling work in time</p>



5/26

STRENGTHS	WEAKNESSES
<p>Being an experienced diesel technician Excellent knowledge of electrical systems Knowing warranty procedures</p>	<p>Giving Followup information w/ advisor If overwhelmed w/ work may forget RO priorities sometimes.</p>
OPPORTUNITIES	THREATS
<p>None that I can think of</p>	<p>Remaining Diesel work Since being the only experienced diesel tech. I've been given most of the harder diagnosed vehicles & sometimes other techs Returns which is limiting work hours.</p>



STRENGTHS	WEAKNESSES
<p>Dependable</p> <p>Reliable</p> <p>Communication - to an ext extent</p> <p>Respectful</p> <p>Dedication - somewhat</p> <p>Some patience - not a whole lot.</p> <p>Helpful to other - well try to be helpful</p> <p>Critical thinking</p> <p>Honesty</p>	<p>Multi-tasking -</p> <p>Communication</p> <p>Anger / Stubborn</p> <p>Criticizing self</p> <p>self-morale</p> <p>over thinking</p> <p>Honesty</p>
OPPORTUNITIES	THREATS
<p>only opportunities are not mainly training (either web based or ILT)</p>	<ul style="list-style-type: none"> • When Customer pay turns into warranty. When tech gets threatened to pay for said warranty part. • Parts delivery • Mental health / Mental Exhaustion • Physical health



Ryke Olgum

07354

<p>STRENGTHS</p> <ul style="list-style-type: none">- Well Spoken.- Understanding- Attention to detail- Standard	<p>WEAKNESSES</p> <ul style="list-style-type: none">- May take to long on certain jobs.- Overthink things- Can get overwhelmed when a lot of parts come in at once.
<p>OPPORTUNITIES</p> <ul style="list-style-type: none">- Training in the future- Further knowledge of the Dealership leader roles.	<p>THREATS</p> <ul style="list-style-type: none">- Lack of communication between techs, advisors & management.- Parts giving attitude or not ordering parts when its thru w/ advisor- Communication with Parts Dept & Service techs



ACADEMY

John Wagner 12/9/22

FIXED OPERATIONS 2 SERVICE

STRENGTHS	WEAKNESSES
Seeing jobs to the end try to be friendly with others	Filling out paperwork a little too hold at times
OPPORTUNITIES	THREATS
not sure here Pay Bills	AGE 53 now It's interesting watching the young techs doing the jobs that I have done

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> - Knowledge of task - Dedication - Integrity - Can keep the Express Rack and lube techs informed of any changes or new information - Reliable - Lube techs come to me before almost anyone if they need help 	<ul style="list-style-type: none"> - Training multiple people at once. - Can get overwhelmed at times - Prefer to work alone.
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> - Advancement in duties and responsibility i.e. - lube-rack upsell work. - Company Promotes internally 	<ul style="list-style-type: none"> - Shorthanded with high turnover - Procedure was abandoned and now I am trying to streamline and improve it.

Normal multiple people
out once

Can get overwhelmed
at times

to work alone

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Oliver Ayers

STRENGTHS	WEAKNESSES
<p>Trained in all areas. Level 3 in all areas except diesel. Level 2 Strong in electrical work. Understanding time management. Values FFV concept and quality of work.</p>	<p>Hybrid repairs. Not enough load to service on a regular basis. Confidence in some diagnosis. Without peers that have more experience than you there is no one to teach or show you what you could be missing. STAR is available for information but can not always be reliable. STAR can not show you what to do. Only describe tests to perform, and not always reliably describe the purpose or function of the tests.</p>
OPPORTUNITIES	THREATS
<p>Realistically there are no real opportunities as a technician at this dealership after you have reached your pay cap. Foreman would be a step up if payed appropriately but not realistic if you are valued as a tech. Management is comprised of people that are not from a technical background.</p>	<p>Distribution of work. Anyone who is level two can take level 3 work. They chose not to in some areas because they are busy or scared to put in the work. I don't always like it either but its what I'm paid for. You should not be punished with warranty work simply because you are more qualified in some areas. Parts. Many parts are on BO and can not be obtained quickly. Parts employees. Ordering the wrong parts, not caring, and giving attitude to requests that pertain to their job description. Such as VORs and Dealer locating parts.</p>



Toby 12-8-22

<p>STRENGTHS</p> <p>Punctual, Tidy, Committed and willing to help co-workers when needed.</p> <p>Tenacious, honest.</p>	<p>WEAKNESSES</p> <p>Not very tactful</p> <p>Difficulty putting thought into words.</p>
<p>OPPORTUNITIES</p> <p>Attending the MOPAR program at SJC to become a tech.</p>	<p>THREATS</p> <p>Miscommunication with service advisors.</p>



STRENGTHS	WEAKNESSES
<p>-Thoroughness</p> <p>- When working on vehicles</p> <p>Engines</p> <p>Electrical</p> <p>Performance</p> <p>*Gravy</p>	<p><u>Punctuality</u></p> <p>Cleanliness</p> <p>Resetting Radio stations</p> <p>Transmission Diag</p> <p>Diesel Diag</p> <p>Building Diffs</p> <p>A good dessert</p> <p>Spelling</p>
<p>OPPORTUNITIES</p>	<p>THREATS</p>
<p>Don't feel we have any</p> <p>You are stuck where you are</p>	<p>No Pay For Online training</p> <p>Having no work</p> <p>Inability of advisor to sell</p> <p>No Parts (All on B/O)</p> <p>No making a paycheck due to Warranty Pay</p> <p>Warranty Pay is too low</p> <p>Warranty jobs jobs don't pay</p>

Warranty Diag Pay None

Existent



STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> - Engine performance - Engine repair - Electrical - opportunity to learn 	<ul style="list-style-type: none"> - Diesel - Transmissions - not fast enough - need to get train - need to get available training done
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> - Differentials - suspension work - CP Jobs - More training - <u>CPOV's</u> 	<ul style="list-style-type: none"> - Warranty work - parts unavailable/Back ordered - "I want this vehicle finished today" from multiple people - Inspections

Route 44
cherry limeade

STRENGTHS	WEAKNESSES
<p>Team player Fast learner Goes the extra mile. Good ethics Persistent Hard worker</p>	<p>Hard to say no Parts are hard to come by People don't put equipment back communication</p>
OPPORTUNITIES	THREATS
<p>More training communication meetings team player Voice to be heard</p>	<p>none Parts in the floors Traffic Pushing vehicles no parts</p>