

# Gold Eagle Services – Lead Installer Scorecard

Name:

Date:

Job Position:

Lead Installer

Purpose of This Job:  
Mission Statement

We engineer healthy homes using trained and dedicated experts, who are passionate about delivering unbelievable service at an uncompromising value.

## KPI Tracking

A+

B

C

F

Installation Efficiency

100%

95%

90%

<85%

Call Back Rate inc. Inspections

<1%

<2%

>2%

>5%

Extra's Sold

>10%

7%

5%

<3%

Reviews

>15%

10%

5%

<5%

## Skills & Competencies

## Actions To Take

Communication/Customer Service Skills

CRM - Pictures/Paperwork/Invoices

Skillset - Installation

Strategic Thinking/Resourcefulness

Sales Ability/Spiffs/Reviews

Team Leadership/Collaboration

Inventory Management

Quality Assurance

## Living Our Core Values

## Actions To Take

**Integrity:** We exist to build an enduring company founded on trust and honesty. Our teammates, clients and partners can rely on us to do what we say we're going to do, in a timely manner.

**Communication:** We strive for proactive, consistent and transparent communication that minimizes friction between our team, our customers and creates & sustains healthy relationships.

**Quality:** We strive to develop motivated experts that are committed to deliver the highest standard of service in all areas of our business.

Lead Installer Signature

Install Manager Signature

Next Scorecard Review Date: