**COMPENSATION PACKAGE
SERVICE ADVISOR**
*January 2019*

ASE Automotive Service Advisors employed by [Your Company Name] are the industries’ finest professionals in the automotive industry. [Your Company Name] values the achievements and knowledge these professionals have gained in achieving certification. As an effort to support these professionals, we will continue to provide them with ongoing training, state-of-the-art equipment, and opportunities to advance both their skill and careers while providing a safe and wholesome work environment in which to thrive. The following material outlines the compensation packages offered by [Your Company Name] (PAS).

**BASIC COMPENSATION**

Base hourly pay is $15 an hour **but not less than a production earning** equal to (Explain how you calculate weekly pay here.)

BONUS PLAN
(Explain bonus plan here.)

SURVEYS RECEIVED
All 5-star surveys are worth $10 each, and 4-star are worth $7 each. The total will be split between all eligible employees **and included in total compensation for overtime purposes.**

PRIZE WHEELAn opportunity to spin the prize wheel if guidelines are reached. See prize wheel guidelines.

HOLIDAY PAY
To be eligible for holiday pay, the advisor must have been employed with [Your Company Name] for at least **ninety** days prior to the holiday. Under this pay plan, the service advisor is paid $\_\_\_\_\_\_ per day. **To receive holiday pay, you must be present on the scheduled working day immediately preceding the holiday and the** **scheduled working day immediately after the holiday.** Should any of the approved holidays of PAS fall within your scheduled vacation week, they will be charged as part of your vacation. PAS will observe the following holidays:

* New Year’s Day
* Memorial Day
* Independence Day
* Labor Day
* Thanksgiving Day
* Christmas Day

VACATION AND PERSONAL DAY PAY
Under this vacation pay plan, the advisor is paid $\_\_\_\_\_\_\_ a day. Service advisors are eligible for **one** week vacation after their one continuous year of service. After three years of continuous, service advisors are eligible for **two** weeks of vacation leave time and **three** weeks after five years of service. **Vacation pay does not contribute toward overtime hours.**

Personal Days (PTO) are accumulated at \_\_\_\_\_\_\_ days per calendar year. Under this pay plan, a service advisor is paid $\_\_\_\_\_\_ a day. If the days are not used they are paid as a bonus at the end of the year. Personal days are in effect**. If the days are not used they are paid at the end of the year as non-working time.**

Vacation and PTO time are to be requested off only after looking at the calendar and no more than two employees can be off on any one day. PTO request forms must be filled out and approved before time is taken off.

TRAINING PAYTraining rate is paid at minimum wage for actual class time.

UNIFORMS
All [Your Company Name] service advisors are required to wear company-mandated uniforms every day that he/she performs service at PAS. Eleven uniforms per week are provided. The professionalism we display of our industry is one of the positive ways we market the difference in using [Your Company Name] versus any other repair facility.

TRAINING
Several continued education opportunities for advancing your skills will be presented as you are employed. The company pays for all training and travel expenses; if, however, within one year of any training, you leave PAS, for any reason, the amount paid by the company will be due to the company at management’s discretion.

EXEMPLARY PERFORMANCE
This reward is given to any employee whose great idea and problem-solving remedy has been implemented and saved the company money or increased sales in a particular area. The amount of the bonus will be determined based on the benefit of the idea.

**BENEFITS**RETIREMENT INCOME
[Your Company Name] offers a 401k retirement plan. The company matches $1 OF EACH $1 on the first 3% of your salary plus 50 cents of each $1 on the next 2% of your salary. These matching contributions are 100% vested and apply to your elective contributions on a payroll period basis. There is a $2.00 per week administration fee.

WORKER’S COMP
PAS has established Worker’s Comp insurance comparable to the industry standard in the event of injuries occurring as a direct result of the job. There is a worker’s comp procedure that must be followed to assure accurate and timely processing of all worker’s comp claims. We have made sure of the company’s claim payment history to be trouble free.

HEALTH INSURANCE
Company pays \_\_\_\_\_\_% of employee health insurance. If the employee would like additional coverage for him/herself or other family members, the employee may pay the difference. Combined with the life insurance premium, there is a $\_\_\_\_\_\_\_\_ a month company liability cap on this premium. Coverage is with \_\_\_\_\_\_\_\_\_\_\_\_\_ (80/20% coverage, $35 office visits, $55/$15 RX coverage, and $1250 deductible).

LIFE INSURANCE
Life insurance is paid at \_\_\_\_\_\_% by [Your Company Name] . Company os currently paying $\_\_\_\_\_\_\_\_\_ coverage on every employee. Additional amounts are available with the employee paying the difference.

DENTAL COVERAGE
Coverage is through Delta Dental, and interested employees should speak with the office for current policy premiums.

SUPPLEMENTAL INSURANCE
Liberty National, a supplemental insurance plan, is available and paid by the employee. AFLAC is also available.

SALARY PROTECTION
[Your Company Name] has purchased salary insurance, which in the event that the business is destroyed by fire or tornado, the employees will be paid their average salary for up to one year.

LOYALTY INCOME
After three years of employment, employees will receive free parts and labor on LOFs on their primary “ride to work” automobile. After five years of continuous service, advisors are eligible a $1000 bonus to be used on an actual trip for your family. This is awarded every five years of continuous service to the company.

**EMPLOYEE REVIEW GUIDELINES**
AREAS OF RESPONSIBILITY

* The front office
* All aspects of customer interaction
* Proper paper workflow
* Cost code management
* Handling policy and procedure of the company
* Building trust with our customers

AREAS OF ACCOUNTABILITY

* Gross sale targets
* Billed shop hours
* Shop productivity
* Building trust with our customers

JOB PARAMETERS

* Being here on time each day
* Making accurate and appropriate recommendations and estimates
* Completing all assigned tasks
* Assisting other employees as needed
* Building trust with our customers

LEVEL OF EXPECTATIONS

* Do not talk negatively about our industry, other employees or owner. If there is an issue to be discussed, it is to be discussed with the individual concerned or with your immediate supervisor if needed.
* Be here and 100% ready to work at 7:15 a.m. and have a ticket for each technician in their box by 7:30. a.m.
* Maintain a high level of customer satisfaction and profit margins
* Assist Company in overall operations
* Answer phones, set future appointments
* Build trust with our customers

COMPANY OBJECTIVES

* Build trust with our customers
* Provide good ethical automotive service to the motoring public
* Be profitable

MINIMUM GOALS FOR NEXT PERIOD

* $15,000 a week per advisor
* $515 average Repair Order
* 40 cars a week

REWARDS FOR GOALS MET

* Weekly compensation and bonus opportunities

HOW WE MONITOR PERFORMANCE:

* Weekly sales/gross profit
* $ per Repair Order
* Hours per Repair Order (4.0)
* Surveys CSI

I have read and accept this Compensation Package.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_