

Instructor Performance

Instructor		Coach		
Qualifications		Start Date		
Pass Rate 6m		Pass Rate 12m		
Customer Experience Scores				
Date	Benchmark	2 Week Score	4 Week Score	6 Week Score

Pass rates should be calculated across all stage checks and check rides for a 6-month period.

Customer Experience Score: The benchmark should be the school wide avg or target if seeking large scale improvement. The 2-week score is the avg score for the past 2 weeks. For 4-week score take the avg of the current 2-week score and the previous 2-week score. For 6-week score take the avg of the current 2-week score and the previous 4-week score.

Fill out new Stop, Start, Continue worksheet before every check-in and review it with coach and customer comments.

Stop

What should I not do again?...

Start

What should I start doing that I'm not?...

Continue

What did I do well that I should continue?...