

Associate _____

Location _____

Associate	Supervisor	Store Visit
<u>Initials</u>	<u>Initials</u>	<u>Initials</u>

Competency

Measure PD.	_____	_____	_____
Segment Measurements.	_____	_____	_____
Frame Adjustments.	_____	_____	_____
4 point alignment.	_____	_____	_____
Understands and applies decentration.	_____	_____	_____
Restring a rimless.	_____	_____	_____
Repair and adjust a drill mount frame.	_____	_____	_____
Neutralize an Rx all lenses.	_____	_____	_____
Understands prism and can find in neutralization.	_____	_____	_____
Understand and applies vertex difference.	_____	_____	_____
Can cut temples to shorten.	_____	_____	_____
Understands lens materials and effects on rx in frame lens selection.	_____	_____	_____
Can transpose an Rx.	_____	_____	_____
Can convert an rx into reading rx.	_____	_____	_____
Is able to handle safety eyewear orders.	_____	_____	_____
Understands and can communicate Insurance benefits.	_____	_____	_____
Understand basic eye disorders.	_____	_____	_____
Is able to mark up and identify progressive lenses.	_____	_____	_____
Is able to troubleshoot progressive lenses.	_____	_____	_____
Understands digital progressive lenses and can communicate to pt.	_____	_____	_____
Utilizes troubleshooting checklist.	_____	_____	_____
Knows what documents to scan and how to scan in compulink.	_____	_____	_____

CONTACTS

Understands wearing schedules.	_____	_____	_____
Is able to teach insertion and removal soft contacts.	_____	_____	_____
Can insert lenses in patients eye.	_____	_____	_____
Understands solutions and care.	_____	_____	_____
Understands gas perms and can I&R.	_____	_____	_____
Can order cls on compulink and WVA.	_____	_____	_____

SELLING BEHAVIORS and FOLLOW UP

Understands and can communicate current MEC promotion.	_____	_____	_____
Immediately greets patients warmly.	_____	_____	_____
Able to recommend product to patient lifestyle and vision needs.	_____	_____	_____
Can book recalls/appointments.	_____	_____	_____
Knows competition and price comparisons.	_____	_____	_____
Notifies patients and documents properly.	_____	_____	_____
Knows how to and utilizes note fields in patient records.	_____	_____	_____
Can effectively walk trays.	_____	_____	_____
Knows prices and Warranty information	_____	_____	_____