

S.M.A.R.T. GOALS WORKSHEET

Crafting S.M.A.R.T. Goals are designed to help you identify if what you want to achieve is realistic and determine a deadline. When writing S.M.A.R.T. Goals use concise language but include relevant information. These are designed to help you succeed, so be positive when answering the questions.

INITIAL GOAL	Write the goal you have in mind Increase my customer service skills to better sell aftermarket products to customers and increase sales.
S SPECIFIC	What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal? I work as a finance manager at a car dealership, and I would like to increase my customer service and people skills to increase and better sell aftermarket products to my customers and increase sales.
M MEASURABLE	How can you measure progress and know if you've successfully met your goal? To measure this progress, I can take tests revolving around customer service and keep an excel sheet to track product sales from month to month.
A ACHIEVABLE	Do you have the skills required to achieve the goal? If not, can you obtain them? What is the motivation for this goal? Is the amount of effort required on par with what the goal will achieve? This goal is very achievable. I can attend customer service classes and training and I can also work with other local finance managers to gain their skill and insight.
R RELEVANT	Why am I setting this goal now? Is it aligned with overall objectives? This goal is very relevant, and it does line with my overall object at the dealership to sell as many aftermarket products as I can to increase store profitability.
T TIME-BOUND	What's the deadline and is it realistic? I would like to increase my skills and sales by 10% by December 2021. This goal is very reasonable and gives me enough time to perfect my skills.
SMART GOAL	Review what you have written, and craft a new goal statement based on what the answers to the questions above have revealed Using resources and people around me, I want to better my customer service and selling skills to increase aftermarket warranty sales on vehicles. Doing this will increase overall profitability and allow me to reach and achieve new bonuses as well as develop connections.