



ACADEMY

### Service Department Survey

Please complete the following survey. **DO NOT** put your name on this form. Please **PRINT** your responses. Thank you for your cooperation.

- Single Point     Domestic
- Single Point     Import

- Multi Point – Domestic
- Multi Point – Import
- Multi Point – Combined

- Position:
- Service Manager     Service Advisor     Technician
  - Dispatcher     Cashier     Lot Person
- Gender:     Male     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Benefits plans
2. Growth
3. Learning

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>8</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>7</u> Cleanliness of Service Department       | <u>9</u> Telephone system     |
| <u>1</u> Company benefits (major medical, 401K)  | <u>3</u> Training             |
| <u>4</u> Distribution of work                    | <u>6</u> Treated with respect |
| <u>5</u> Parts availability (back parts counter) | <u>10</u> Uniforms            |

Please list the **major** reason why you chose to work at this Service Department.

To learn how to do minor repairs and oil changes

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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Position:     Service Manager     Service Advisor     Technician  
                   Dispatcher             Cashier                     Lot Person

Gender:     Male                     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. PAY / BENEFITS
2. FFV / SENSE OF ACCOMPLISHMENT
3. REPUTATION

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |          |   |           |                      |
|----------|---|-----------|----------------------|
| <u>8</u> | Availability of special tools           | <u>2</u>  | Pay Plans            |
| <u>7</u> | Cleanliness of Service Department       | <u>10</u> | Telephone system     |
| <u>5</u> | Company benefits (major medical, 401K)  | <u>4</u>  | Training             |
| <u>3</u> | Distribution of work                    | <u>1</u>  | Treated with respect |
| <u>6</u> | Parts availability (back parts counter) | <u>9</u>  | Uniforms             |

Please list the **major** reason why you chose to work at this Service Department.

OLD DEALER SOLD TO GOLLING



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Position:     Service Manager     Service Advisor     Technician  
                   Dispatcher             Cashier                     Lot Person

Gender:     Male                     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Being treated with respect
2. Problems being handled quickly and efficient
3. Communicating with people

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>7</u> Availability of special tools           | <u>3</u> Pay Plans            |
| <u>6</u> Cleanliness of Service Department       | <u>9</u> Telephone system     |
| <u>2</u> Company benefits (major medical, 401K)  | <u>8</u> Training             |
| <u>5</u> Distribution of work                    | <u>1</u> Treated with respect |
| <u>4</u> Parts availability (back parts counter) | <u>10</u> Uniforms            |

Please list the **major** reason why you chose to work at this Service Department.

I live close  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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Multi Point - Domestic  
 Multi Point - Import  
 Multi Point - Combined

Position:  Service Manager  Service Advisor  Technician  
 Dispatcher  Cashier  Lot Person

Gender:  Male  Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. AN EMPLOYEE DOING THEIR PART OF THEIR JOB SO YOU DON'T HAVE TO PICK UP THE SLACK
2. HAVING PROPERLY FUNCTIONING EQUIPMENT
3. HAVING YOUR COWORKER FRIENDLY + IN BETTER MOOD

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>10</u> Availability of special tools          | <u>1</u> Pay Plans            |
| <u>5</u> Cleanliness of Service Department       | <u>6</u> Telephone system     |
| <u>4</u> Company benefits (major medical, 401K)  | <u>8</u> Training             |
| <u>10</u> Distribution of work                   | <u>3</u> Treated with respect |
| <u>2</u> Parts availability (back parts counter) | <u>7</u> Uniforms             |

Please list the **major** reason why you chose to work at this Service Department.

I LOVE ~~TO~~ INTERACTING WITH CUSTOMERS AND TRYING TO HELP THEM KEEP THEIR CAR SAFE & RUNNING GOOD



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- Position:
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  - Dispatcher     Cashier     Lot Person

- Gender:     Male     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. making customers happy
2. problem-solving communication and paying attention to detail
3. Being able to Strive to the best of my ability

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>3</u> Availability of special tools           | <u>10</u> Pay Plans           |
| <u>6</u> Cleanliness of Service Department       | <u>7</u> Telephone system     |
| <u>1</u> Company benefits (major medical, 401K)  | <u>5</u> Training             |
| <u>2</u> Distribution of work                    | <u>8</u> Treated with respect |
| <u>4</u> Parts availability (back parts counter) | <u>9</u> Uniforms             |

Please list the **major** reason why you chose to work at this Service Department.

Because I absolutely love working and making customers happy

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Position:     Service Manager     Service Advisor     Technician  
                   Dispatcher                    Cashier                    Lot Person

Gender:     Male                    Female

List 3 items that are important to you, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. RESPECT
2. EFFICIENCY
3. CLEANLINESS

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>7</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>3</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>1</u> Company benefits (major medical, 401K)  | <u>6</u> Training             |
| <u>8</u> Distribution of work                    | <u>4</u> Treated with respect |
| <u>9</u> Parts availability (back parts counter) | <u>5</u> Uniforms             |

Please list the major reason why you chose to work at this Service Department.

MY BOSS PERSONALITY, AND HIS RESPECT,  
KINDNESS



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Position:     Service Manager     Service Advisor     Technician  
                   Dispatcher             Cashier                     Lot Person

Gender:     Male                     Female

List 3 items that are important to you, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Support group of good People
2. UP to DATE Technology
3. TEAM feel <sup>WITH</sup> ~~AND~~ ALL feeling good AND BAD

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>9</u> Availability of special tools           | <u>4</u> Pay Plans            |
| <u>2</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>3</u> Company benefits (major medical, 401K)  | <u>5</u> Training             |
| <u>7</u> Distribution of work                    | <u>1</u> Treated with respect |
| <u>6</u> Parts availability (back parts counter) | <u>8</u> Uniforms             |

Please list the major reason why you chose to work at this Service Department.

I ENJOY FIXING CARS HAVE LIVED IN THIS AREA my WHOLE LIFE AND WANTED TO HELP PEOPLE WITH THEIR CARS THIS WAS THE BEST DEALER AND I WANTED TO BE A PART OF IT AND HELP IT STAY THE BEST -



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- Gender:
- Male     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. WORK & PAY
2. GOOD WORK ENVIRONMENT
3. SPECIAL TOOLS TO DO MY JOB

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>6</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>3</u> Cleanliness of Service Department       | <u>9</u> Telephone system     |
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Please list the **major** reason why you chose to work at this Service Department.

LIKE SRV MGR & SEEN THE SHOP & THE PEOPLE ARE  
GOOD TO WORK WITH (CLEAN)