



Service Department Survey

Please complete the following survey. DO NOT put your name on this form. Please PRINT you 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. Safety
- 2. Team
- 3. _____

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

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

Helping people



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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. Communication between departments
2. Access to information and resources
3. collaborative and welcoming workplace

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>4</u> Pay Plans |
| <u>2</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>7</u> Distribution of work | <u>1</u> Treated with respect |
| <u>9</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 wanted to ~~work~~ learn about new and sustainable technologies in the industry.



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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. Treated with respect, help each other
2. Cleanliness of service shop
3. Well organize

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>4</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>7</u> Training |
| <u>5</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.

1. Company benefit and pay
2. Very good working atmosphere
3. Excellent manager