



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. Compensation
- 2. relaxation
- 3. determination

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

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

In high school I got trades grades.



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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. good working environment (good team)
2. good communication/team work
3. good Job Distribution

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

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

the team at VW victoria is incredible, everybody gets along and helps eachother out, Nobody puts anybody down if something goes wrong.



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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. INCOME
2. OUTCOME
3. OVERCOME

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

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

I HAVE A REAL SEAL



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- | | |
|---|---|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic <input checked="" type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic <input type="checkbox"/> Multi Point – Import <input type="checkbox"/> 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. Competitive pay and benefit plan
2. Fair distribution of work
3. Fair payment of flat rate/warranty times

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.

- | | |
|--|---|
| 5 <u>5</u> Availability of special tools 8 <u>8</u> Cleanliness of Service Department 2 <u>2</u> Company benefits (major medical, 401K) 13 <u>3</u> Distribution of work 4 <u>5</u> Parts availability (back parts counter) | 1 <u>1</u> Pay Plans 10 <u>10</u> Telephone system 7 <u>7</u> Training 4 <u>4</u> Treated with respect 9 <u>9</u> Uniforms |
|--|---|

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