NADA | ACADEMY

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. Pay amount
2. equality
3. proper work equipment

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.

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

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

The people that were already employed and that i know the job would still be here for quite a long time.

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Service Department Survey

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__ 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. Good/Fair Pay
2. Having Enough Help
3. Healthy work environment

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.

7 Availability of special tools
8 Cleanliness of Service Department
4 Company benefits (major medical, 401K)
5 Distribution of work
6 Parts availability (back parts counter)

1 Pay Plans
9 Telephone system
3 Training
2 Treated with respect
10 Uniforms

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

Seemed organized. Good Reputation. Excellent commute. Adequate Pay

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__ 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. Clean work area
2. respect
3. shop tools + special tools on Hand + working

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.

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

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

Convenient, good reputation

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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. Money
2. Good management
3. Good Work Environment

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.

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

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

Management

NADA | ACADEMY

Service Department Survey

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__ Single Point __ Domestic
__ Single Point __ Import

X Multi Point – Domestic
__ Multi Point – Import
__ Multi Point – Combined

Position: __ Service Manager X Service Advisor __ Technician
X Dispatcher __ Cashier X Lot Person

Gender: X 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. INTEGRITY
2. ETHICS
3. FAMILY

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.

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

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

THE DEPARTMENT CHOSE ME.

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__ 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. Efficiency
2. Pay
3. Professionalism

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.

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

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

Reputation + opportunity for advancement

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__ Single Point __ Import

X Multi Point – Domestic
__ Multi Point – Import
__ Multi Point – Combined

Position: __ Service Manager __ Service Advisor X Technician
__ Dispatcher __ Cashier __ Lot Person

Gender: X 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. Fixing vehicles
2. Fixing customers
3. Getting Paid

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.

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

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

to Help make it Better

NADA | ACADEMY

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__ Multi Point – Domestic
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__ 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. PAY
2. Equal opportunity
3. Cleaniness

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.

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

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

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__ Single Point __ Import
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__ 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 @ Lifts, other work equipment.
2. Communication Between the ~~Tech~~ tech, Advisor, And Customer.
3. Money.

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

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

@ I Live in the Same town.