

Sept 17 2018

Monday, September 17, 2018 12:20 PM

Analyse and report:

So after reviewing the survey I find the top items that's most important in the automotive service environment at our store Coggin Gmc Buick is being treat with respect , pay plans being a close second and training would round out the top 3 ...additional I felt just talking that everyone just want to feel safe and secure with there position

Oppoutunities:

other areas I see that can immediatly be looked at is communication along with setting career paths with each employee , ASBURY GROUP has a link in otka that gives all employees a career path and gives them direction in what they need to do to advance in the company in their position.

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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. Work/Life Balance
2. Pay
3. Communication

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>5</u> Pay Plans |
| <u>9</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>7</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.

to move Forward into My career



Service Department Survey

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- | | |
|--|--|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input checked="" 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. PAY PLAN - ~~RA~~
2. HOLIDAYS
3. TREATED Respectfully

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

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



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. Customer Service
2. Resolving Repair issues correctly the first time
3. Customer retention

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>2</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>7</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>5</u> Distribution of work | <u>1</u> Treated with respect |
| <u>8</u> Parts availability (back parts counter) | <u>0</u> Uniforms |

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

Was transferred to service where the company
felt they needed help.



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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. Customer Retention
2. Accurate Completion of work
3. IF The coffee is made

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

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

Wanted A Career Move



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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. Professionalism
2. TEAM WORK
3. WORK ETHIC

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

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

Working with customers and learning new things

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Single Point Domestic
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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. Raises
2. Days off
3. Training

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>2</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>8</u> Training |
| <u>6</u> Distribution of work | <u>1</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.

Came to work here to learn while in college.



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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. Two days off
2. Raises
3. Training

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

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

To be a part-time worker while in school



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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 able to advance in my career
2. Being able to support my family doing something I love
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>5</u> Availability of special tools | <u>8</u> Pay Plans |
| <u>3</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>1</u> Distribution of work | <u>2</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.



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Single Point Domestic
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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 from peers
2. growing within the industry
3. work ethic

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

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

It allows me to work during the week and on the weekends
my religious duties.

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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. PAY
2. COMMUNICATION
3. TOOLS

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>1</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <u>4</u> Distribution of work | <u>8</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.



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Single 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. BEING ABLE TO SPEND TIME WITH FAMILY.
2. PAY.
3. RELATIONSHIP WITH SERVICE MGR

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

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



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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. Customer Service
2. Good Work environment.
3. Teamwork

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

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

Money.



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Single Point Domestic
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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. Take Care of Customers
- 2. Take Care of Employees
- 3. Be professional

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>2</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>6</u> Distribution of work | <u>1</u> Treated with respect |
| <u>8</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 am in a position to help Do what I Best for All of
our Customers and our Dealership