



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 and benefits
2. Customer Service
3. Paid Holidays

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>4</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>7</u> Training |
| <u>5</u> Distribution of work | <u>8</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.

Opportunity to get my foot in the door
in an automotive based career. I stay because
of the people and the diversity of problems/cars
available to work with/on.



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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. pay
2. Customer service CSI KPI
3. Holidays pay

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>1</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>2</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>7</u> Distribution of work | <u>3</u> Treated with respect |
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Please list the major reason why you chose to work at this Service Department.

like staff



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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. REWARD FOR MY EMPLOYEES COMMITMENT
2. CUSTOMER SERVICE / CSI KPI SCORES
3. HOURS I HAVE TO STAY FOR CUSTOMERS, TO HELP THEM

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>1</u> Pay Plans |
| <u>2</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>7</u> Training |
| <u>6</u> Distribution of work | <u>9</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.

Worked with GM in Past



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X Single Point X Import

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

Gender: Male X 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 environment where all the employees for the most part get along and work together for the greater good of the company.
2. Incentives, pay, and benefits.
3. Proper training, and the ability to advance in the company.

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.

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

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

I decided to work at this service department because I like how everyone works together for the greater good of the company, and not just for individual gain. I also believe Mr. Gray is a just and fair manager who is also very personable.

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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. I like the interaction with customers
2. I get to learn all about different vehicles and how they work.
3. The time it takes on some customers vehicles and the lack of communication

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

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

I like to learn new things and I feel since I've started working here, I have learned more about cars, service, better communication, and parts.



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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. Time off to have a life
2. Being spoke to with respect
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.

- | | |
|--|-------------------------------|
| <u>8</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>3</u> Distribution of work | <u>1</u> Treated with respect |
| <u>6</u> Parts availability (back parts counter) | <u>7</u> Uniforms |

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

Interaction with people in need of help

make a good living

Sales to many hours