



Service Department Survey

Please complete the following survey. **DO NOT** put your name on this form. Please **PRINT** your 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. Customer Service
2. Communication
3. The People

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>7</u> Availability of special tools | <u>3</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>1</u> Training |
| <u>5</u> Distribution of work | <u>2</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.

The People and the Management



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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. CUSTOMERS
2. ENVIRONMENT
3. LOCATION

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>6</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>1</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>7</u> Distribution of work | <u>5</u> Treated with respect |
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I LOVE THIS PLACE ENVIRONMENT



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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. Holidays off to be with family and the rest of society
3. good healthcare plans

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

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AC shop & nice 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. Air Impact
- 2. Tire Machine
- 3. Tire Balancer

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>17</u> Availability of special tools | <u>13</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>6</u> Training |
| <u>2</u> Distribution of work | <u>1</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.

Work environment & pay



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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
2. Teamwork
3. Safety

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>7</u> Pay Plans |
| <u>9</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>1</u> Distribution of work | <u>4</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.

To increase my knowledge in the automotive field



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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. LEADERSHIP
2. INTEGRITY
3. PRODUCTIVE

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>5</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>7</u> Training |
| <u>2</u> Distribution of work | <u>4</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.

FRIENDLY EQUIPMENT



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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. Distribution of work
2. Communication
3. Respect

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>3</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>1</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>2</u> Distribution of work | <u>8</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.

Was given the opportunity to learn and grow with the company plus training & benefits



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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. Safe Environment
- 2. Benefits
- 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>6</u> Availability of special tools | <u>2</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>9</u> Telephone system |
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Please list the **major** reason why you chose to work at this Service Department.

Due to the a. I like working on cars



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- | | | | |
|---------------------------------------|--|--------------------------------------|--|
| <input type="checkbox"/> Single Point | <input checked="" type="checkbox"/> Domestic | <input type="checkbox"/> Multi Point | <input checked="" type="checkbox"/> Domestic |
| <input type="checkbox"/> Single Point | <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point | <input type="checkbox"/> Import |
| | | <input type="checkbox"/> Multi Point | <input type="checkbox"/> Combined |

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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. Appreciation
2. Pay
3. Time Off

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

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