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
2. Tools
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.

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

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

close to home

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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. Benefits
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.

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9 Parts availability (back parts counter)
2 Pay Plans
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5 Training
3 Treated with respect
4 Uniforms

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

Like the people I work with.

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Service Department Survey

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X Single Point __ Domestic
+ Single Point X Import

__ 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. TRAINING
2. PAY
3. Benefits

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.

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

Close to home, BRAND Experience

NADA | ACADEMY

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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. TOOLS AND EQUIPMENT TO ADDRESS AND REPAIR CUSTOMER CONCERN'S.
2. ADVISORS, TECHNICIANS, + PARTS STAFF WITH A SENSE OF URGENCY. (ALL WORKING TOWARD SAME GOAL)
3. COMPUTER SOFTWARE INTEGRATED WITH WHAT WE DO TO IMPROVE SPEED OF CUSTOMER VISITS.

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.

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7 Treated with respect
9 Uniforms

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

I CHOSE TO WORK AT THIS SERVICE DEPARTMENT BECAUSE HONDA IS A RELIABLE BRAND WITH CUSTOMER RETENTION, THEREFORE RELATIONSHIPS CAN BE BUILT EASILY WITH OWNERS (CUSTOMERS) THIS CAN BUILD INTO A REPEAT VISIT CUSTOMER. ALSO WHEN I FIRST STARTED HERE I QUICKLY LEARNED HOW EACH PERSON IN THE SERVICE DEPT. WAS WILLING TO HELP EACH OTHER OUT AND MAKE THINGS RUN AS SMOOTH AS POSSIBLE.

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__ Multi Point – Import
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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. Satifying Customer
2. Making Sure the Problem or ? is answered
3. What Car looks like

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.

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

It was a position that was open. I'm familiar with working in Customer Service. This position was an opreunity to learn about Cars.

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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. Good Work Guirahent
2. appropiate tools
3. Good 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.

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

Love to work on cars and Fan of Brand

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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. Customers
2. Making Hours
3. Getting A raise – after tax cut seen nothing

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.

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4 Distribution of work
5 Parts availability (back parts counter)
1 ✓ Pay Plans
10 Telephone system
8 Training
2 Treated with respect
9 Uniforms

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

close to Home A/C Shop,

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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. Consistent
2. Brand Loyalty
3. Prior Experience

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.

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Career Scale Down without Management of Personnel/Facility

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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 Service Helping people
2. Learn How it All works
3. I Like cars so why not work in the automotive field.

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.

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It was an opportunity to Learn Something new

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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. GROWTH AVAILABILITY
2. COMPENSATION
3. A WORKING RELATIONSHIP

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.

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QUALITY OF PRODUCT, WORK ENVIRONMENT

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Position: __ Service Manager __ Service Advisor __ Technician
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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. SATISFYING CUSTOMER AT THE COUNTER
2. MAKING SURE INVOICES ARE READY FOR CUSTOMER PICK UP
3. DOING MY WORK AS BEST AS I CAN.

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.

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

BEEN DOING THIS WORK FOR OVER 20 YRS