

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. Team work
2. Respect
3. attitude

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.

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

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

To be honest it's a great environment & the flexibility works
great when the unexpected happens



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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. Clear Communication between technicians and service writers
2. Solid work environment, co-workers
3. ~~Money~~ Money, still important but this is hard.

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

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

long tenure, good management, good work hours. Respectful 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. Organization
2. Tact
3. Hardwork

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

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

Organized, well run company, good people

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- | | | |
|--------------------------------------------------|----------------------------------------------|-------------------------------------------------|
| <input checked="" type="checkbox"/> Single Point | <input checked="" type="checkbox"/> Domestic | <input type="checkbox"/> Multi Point – Domestic |
| <input type="checkbox"/> Single Point | <input type="checkbox"/> Import | <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. Able to make money
2. Good coworkers
3. Support from Management

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.

- | | |
|---------------------------------------------------------------|--------------------------------|
| 1 <u>1</u> Availability of special tools | <u>1</u> Pay Plans |
| 1 <u>10</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| 1 <u>10</u> Company benefits (major medical, 401K) | <u>10</u> Training |
| 1 <u>10</u> Distribution of work | <u>10</u> Treated with respect |
| 1 <u>1</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 don't know



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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. Customer service
2. Job-learning-Training = growth =
3. working weekends - ☺

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

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

Customer service is my number one goal and one day I would like to grow
and reach my goal as a manager.



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MOST OF the time

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. FRIENDLYNESS

2. LEADERSHIP

3. TEAM WORK

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

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

LEADERSHIP + FAIRNESS AFTER ROBERTO CAME A BOARD -
the Service Dept BECAME FAIR FOR PAY + HOURS - BEFORE there WAS
Nothing but Favoritism w/DANNY. Could Not MAKE A Living. Roberto +
Jose KNOW how to RUN A SERVICE Dept. BEFORE it WAS
Terrible. the SERVICE Lane MORAL is Much Better. ITS A MUCH BETTER
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. Minimal limitations on productivity.
2. Customer retention and conditioning
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.

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

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

- Provides steady consistent work flow.
 - flexable to accomodate personal life
-
-
-

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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. Healthy work environment
2. Friendly atmosphere
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>8</u> Availability of special tools | <u>2</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>10</u> Telephone system |
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| <u>3</u> Distribution of work | <u>1</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

- pleasure to work with
- flexible and accommodating to personal issues.