

Big m

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

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

Because I am treated with respect, along with coworkers being like second family and am paid accordingly for my responsibilities. From day to day there may be hiccups but is a very laxed, friendly, and well rounded work environment that can handle any, and everything.



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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. REPUTATION
2. EXPECTATIONS
3. STABILITY / SECURITY

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

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

CLOSER TO HOME

LIKE A CHALLENGE

UNTAPPED POTENTIAL



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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. Support system
2. Pay Plan - hours = more family time
3. Product - muscle car

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

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

~~Personnel~~ - Felt like home

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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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. TOOLS
2. COMRADERY
3. POSITION

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>2</u> Availability of special tools           | <u>8</u> Pay Plans            |
| <u>4</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>5</u> Company benefits (major medical, 401K)  | <u>2</u> Training             |
| <u>6</u> Distribution of work                    | <u>1</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.

enjoy the work and like people I work with

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Big m*

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

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

PEOPLE I WORK WITH. GREAT TEAM

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*Bus m*

**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.

- |                                       |                                   |  |
|---------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Single Point | <input 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 checked="" 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. TEAM Work Within all departments
2. Training
3. Being Busy

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

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

New challenge + closer to home

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- 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. Attention to detail
2. Customer service
3. Fixed first visit

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>6</u> Pay Plans            |
| <u>3</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>7</u> Company benefits (major medical, 401K)  | <u>8</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.

No drama, feel like I am treated fairly, great place to work/be at. Home away from home. Every one has bad days, but the good out weighs the bad days.



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- |  |                                   |   |
|--|-----------------------------------|---|
| <input checked="" type="checkbox"/> Single Point | <input 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. Teamwork - atmosphere
2. consistent Work Flow
3. Proper equipment

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>7</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>6</u> Company benefits (major medical, 401K)  | <u>8</u> Training             |
| <u>3</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.

originally due to proximity to my residence but mostly  
the shop isn't too big or small and I get along with  
everyone



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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. Getting work done efficiently and timely manner
2. Getting work consistently and working together
3. N/A

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>5</u> Training             |
| <u>2</u> Distribution of work                    | <u>1</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.

lots of work and great people to work with

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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. Brand
2. Tools
3. Place

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

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

The People Here and work



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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. Thoroughness of technicians - Trustworthy
2. Dealing with customers
3. Steady 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>10</u> Availability of special tools          | <u>1</u> Pay Plans            |
| <u>6</u> Cleanliness of Service Department       | <u>8</u> Telephone system     |
| <u>7</u> Company benefits (major medical, 401K)  | <u>5</u> Training             |
| <u>3</u> Distribution of work                    | <u>2</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.

Management - Service  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Big m*

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

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

Service manager, all the techs or service employees  
we look out for one another like family. Service manager  
always put his crew before himself. Customer's