



Johnny Farmand.
Plaza Audi

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

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

Great environment with a great boss.



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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. Good wages
2. having a constant flow of work
3. Good 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.

- | | |
|--|-------------------------------|
| <u>9</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>5</u> Distribution of work | <u>4</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

Good management, High pay and good benefits



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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. Fairness of service work distribution / Techs not cheating the sys.
2. Service advisor work ethic and their honesty
3. Communication of changes to techs 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.

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

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

Because we were supposed to be the best in our area

~~and~~



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- | | | |
|--|--|---|
| <input type="checkbox"/> Single Point | <input type="checkbox"/> Domestic | <input type="checkbox"/> Multi Point – Domestic |
| <input checked="" type="checkbox"/> Single Point | <input checked="" 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. Equality of work Distribution
2. Good pay
3. Good Insurance

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 | <u>2</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>1</u> Distribution of work | <u>6</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.

Good pay in a nice shop



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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. That Everyone Can get the gravy work not just one person
2. Enough work to go around, not interested in standing around.
3. Even playing Field for work distribution unlike our current Situation

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>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 |
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| <u>3</u> Parts availability (back parts counter) | <u>6</u> Uniforms |

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



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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. Friendly environment
2. Work dispatching
3. Well equipped shop

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>7</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>8</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>2</u> Distribution of work | <u>5</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

Opportunity, work availability.



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- | | | |
|--|--|---|
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| <input checked="" type="checkbox"/> Single Point | <input checked="" 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. Pay & Benefits
2. Management changing labors times w/out brand knowledge
3. Always keeping the schedule full

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- | | |
|--|-------------------------------|
| <u>7</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>10</u> Telephone system |
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| <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.

Having a decent service manager that doesn't
treat you like just a # like the top brass
does



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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 / Benefits~~ Pay / Benefits
2. Respect
3. Fairness

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

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

Brand and Clean work Environment.
Newer Facility



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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. MANAGER I CAN RESPECT
2. PAY
3. ATMOSPHERE IN THE SHOP

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>9</u> Cleanliness of Service Department | <u>10</u> Telephone system |
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| <u>1</u> Distribution of work | <u>5</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

THIS WAS THE BEST OPPORTUNITY FOR MYSELF TO GROW AS
A TECHNICIAN



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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. Communication between departments
2. Good work environment
3. Clean Shop

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>3</u> Pay Plans |
| <u>9</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>6</u> Training |
| <u>1</u> Distribution of work | <u>7</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

The Work Flow is here and able to make hours. People here have good attitudes towards each other.