



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

A/C Shop High End Car line

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.

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

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1. _____
2. _____
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.

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

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

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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. Fair Work Distribution
2. Respect
3. Upcalls getting sold

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

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

A/C

Service Department Survey

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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. MONEY
2. \$\$\$ money
3. money

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

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

LOCATION

Service Department Survey

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- | | | |
|--|--|---|
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| <input type="checkbox"/> Single Point | <input checked="" type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Import |
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1. _____
2. _____
3. _____

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- | | |
|---|--------------------------------|
| <u>10</u> Availability of special tools | <u>10</u> Pay Plans |
| <u>10</u> Cleanliness of Service Department | <u>10</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>10</u> Uniforms |

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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. Time off _____
2. _____
3. _____

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- | | |
|--|-------------------------------|
| <u>7</u> Availability of special tools | <u>6</u> Pay Plans |
| <u>10</u> Cleanliness of Service Department | <u>10</u> Telephone system |
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