



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. Excellent wages
2. Safe working environment
3. Good People

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

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

Best Job I ever had



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Single Point Domestic
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Multi Point – Domestic
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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. Pay
2. Availability of work
3. Communication

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

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

This is the closest dealer of this brand to my home
without Saturday hours.



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

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

Best Job I ever had.



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- Single Point Domestic
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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. Honest pay for honest work
2. Quick response on quotes to NOT waste time
3. Parts availability

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>2</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>4</u> Distribution of work | <u>6</u> Treated with respect |
| <u>8</u> Parts availability (back parts counter) | <u>4</u> Uniforms |

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

Prior experience with our products

Not open Saturdays

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 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. _____
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.

- | | |
|--|---|
| <input type="checkbox"/> Availability of special tools | <input type="checkbox"/> Pay Plans |
| <input type="checkbox"/> Cleanliness of Service Department | <input type="checkbox"/> Telephone system |
| <input type="checkbox"/> Company benefits (major medical, 401K) | <input type="checkbox"/> Training |
| <input type="checkbox"/> Distribution of work | <input type="checkbox"/> Treated with respect |
| <input type="checkbox"/> Parts availability (back parts counter) | <input type="checkbox"/> Uniforms |

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

NO Saturdays



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. Distribution of work
2. Service writer gathering all info from the customer.
3. Bodies in the parts department.

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.

- 3 Availability of special tools, 6 Pay Plans, 9 Cleanliness of Service Department, 7 Telephone system, 8 Company benefits, 5 Training, 1 Distribution of work, 4 Treated with respect, 2 Parts availability, 10 Uniforms

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

- WAWA is just down the street.
40 hour guarantee makes the job a little less stressful
only dealership that closed on Saturdays. best part.

Service Department Survey

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- | | |
|--|---|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input checked="" type="checkbox"/> Single Point <input checked="" type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic
<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. Safe environment
2. Equal work distribution
3. Proper special tools

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

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

Because they are a Volkswagen franchise/dealership that doesn't
work Saturdays. Also they offer 40 hr. guarantee.

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- | | |
|--|---|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic
<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. Work handed out fairly
2. everyone else doing their job so we can do ours efficiently
3. Car wash

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

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

Close to home
No Saturdays
40 hr guarantee
were top of line



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Multi Point – Domestic
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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. Fairness of work Distribution
2. Someone being at the parts counter when you enter parts
3. Advisors getting good info. from customers before RO. is handed out.

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>3</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>6</u> Training |
| <u>1</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.

1. Chad works here and he is awesome
2. close to home
3. 40 hr guarantee helps a lot
4. Closed on Saturday



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- | | |
|--|--|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic
<input checked="" 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. Proper and current equipment
2. Is it safe
3. Clean

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.

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

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

closer to home, with a far better atmosphere than previous employer, Saturdays off is fantastic as well



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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. Clean
2. No Salary
3. No Saturday

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>3</u> Cleanliness of Service Department | <u>6</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <u>4</u> Distribution of work | <u>10</u> Treated with respect |
| <u>9</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'm closed to home



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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. Great Employees
- 2. Great Morals
- 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>3</u> Availability of special tools | <u>5</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>8</u> Training |
| <u>2</u> Distribution of work | <u>10</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.

No Saturdays ? Close To Home

