



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

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

Pay and a healthy work environment

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

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

good work environment

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 Dispatcher  Cashier

Technician  
 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. Special tool availability
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.

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

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

was looking to be in the automotive field

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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. Pay
2. Good Coworkers
3. Quality 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>5</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>1</u> Distribution of work                    | <u>3</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.

There were open positions.

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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. Quality Work
2. Cleanliness of work area
3. Getting job done in a timely manner

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

The major reason why I chose to work here is because  
of the respectfulness and the professionalism.

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