

**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 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. 401 K match
2. Work distribution
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>2</u> Pay Plans            |
| <u>8</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>1</u> Company benefits (major medical, 401K)  | <u>3</u> Training             |
| <u>4</u> Distribution of work                    | <u>7</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.

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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 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. Work load
2. Shop morale
3. Work ethics

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>6</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>5</u> Company benefits (major medical, 401K)  | <u>7</u> Training             |
| <u>1</u> Distribution of work                    | <u>8</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.

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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. Cleanliness of workshop
2. Communication between departments
3. Availability of parts

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

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

Central A/c + Heat  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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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. Customer
2. Customer coming back for more service
3. Not to lose a customer

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>5</u> Pay Plans            |
| <u>1</u> Cleanliness of Service Department       | <u>6</u> Telephone system     |
| <u>2</u> Company benefits (major medical, 401K)  | <u>7</u> Training             |
| <u>3</u> Distribution of work                    | <u>8</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.

Because "The Best or Nothing"  
is what we are!

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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. Management
2. Good Work Atmosphere
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>24</u> Pay Plans           |
| <u>8</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>1</u> Treated with respect |
| <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.

I was recruited to work here. Also To try something new.  
I had never worked for A dealer ship

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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. Safety
2. Professionalism
3. Pay

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>9</u> Cleanliness of Service Department</p> <p><u>3</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>1</u> Pay Plans</p> <p><u>10</u> Telephone system</p> <p><u>2</u> Training</p> <p><u>4</u> Treated with respect</p> <p><u>8</u> Uniforms</p> |
|---|--|

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

Location, Reputable brand

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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. Being Treated Like A Valued Employee And NOT Just Another Employee Number
2. Work being distributed equally to All Technicians
3. Service Advisors that can explain Repairs to customers

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

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

Because of it having a good reputation of being a good place to work, and being able to move up in the company to better myself. And my family.

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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. Knowledge
2. Tools
3. Time

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

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

The love of the job, and helping people

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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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. Accuracy from all departments
2. Work flow through the shop
3. All available info for brand of vehicles

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>8</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>4</u> Company benefits (major medical, 401K)  | <u>4</u> Training             |
| <u>2</u> Distribution of work                    | <u>7</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.

Reason I was interested in becoming a tech with  
DMG is the possibility to advance beyond my current position  
within the company



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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. Working with helpful and understanding people
2. Parts availability and in stock
3. Competitive pay scale

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>5</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>3</u> Company benefits (major medical, 401K)  | <u>7</u> Training             |
| <u>1</u> Distribution of work                    | <u>4</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.

I chose to come to this location to get back into a place where you was valued and that had a good reputation of doing quality work and work standards.



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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. Honesty
2. Able to work together
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>7</u> Availability of special tools           | <u>8</u> Pay Plans            |
| <u>6</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>4</u> Company benefits (major medical, 401K)  | <u>2</u> Training             |
| <u>5</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.

Opportunity to work closer to home

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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. Communication within the dealership
2. Holiday Bonus instead of company gathering
3. The ability to learn and progress

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

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

To create a career doing what I'm passionate about.

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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. Having enough work to turn hours -
2. Having the support and training needed to succeed
3. Good leadership in the shop and in 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.

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

Mercedes holds a higher Standard in its shop and in its People over  
other places.

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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. Teamwork

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2. Flexible Working Hours

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3. Tool Availability

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

Met the shop foreman in a class, talked a little about the dealership.  
When I made the decision to leave the dealership I worked for at the time  
I inquired about a job here. People seemed friendly & helpful.

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- |  |  |   |
|--|--|---|
| <input checked="" 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. Upward mobility
2. access to training
3. Pay + 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>6</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>5</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>3</u> Company benefits (major medical, 401K)  | <u>7</u> Training             |
| <u>1</u> Distribution of work                    | <u>8</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.

Quality of managers + ownership, Upward mobility.

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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. Knowing Vehicles can be complicated to some, and we are here to help.
2. Providing the highest Quality work to our customers.
3. Completing work in a timely yet efficient 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.

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

The title "Mercedes-Benz Technician" has always been a long term goal of mine. Seeing the cleanliness, the communication, and the relationships in this service Dept. made me choose this location. I'm very grateful to be a part of this team.



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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. There should always be plenty of work for all techs every day.
2. Help and/or guidance to perform a job when unsure how to complete
3. Competitive pay / Possibly quarterly raises?

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>8</u> Cleanliness of Service Department       | <u>9</u> Telephone system     |
| <u>7</u> Company benefits (major medical, 401K)  | <u>2</u> Training             |
| <u>4</u> Distribution of work                    | <u>1</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.

I wanted to make myself a career working at MBBHM. There is a lot of money that can be made being a certified technician. The training I have received so far has helped me tremendously in performing a job the right way the first time. I planned for myself to have a successful career to better help provide for my family. And to help myself become a better technician.

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 Single Point     Import

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 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. Amount of Available Work / consistent Flow of work
2. Training + Support from Brand as well as Team leads + Managers
3. Appreciation + recognition for hard work understanding Good Techs are not easy to come by.

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>8</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>3</u> Company benefits (major medical, 401K)  | <u>5</u> Training             |
| <u>2</u> Distribution of work                    | <u>4</u> Treated with respect |
| <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.

During normal conditions, consistent amount of work, Supportive Managers and coworkers and Advancement in training + future career as a Tech.



### 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. 401K matching
2. ~~Annual raises~~ Annual raises
3. Day off after working 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>6</u> Availability of special tools           | <u>1</u> Pay Plans            |
| <u>8</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>2</u> Company benefits (major medical, 401K)  | <u>5</u> Training             |
| <u>3</u> Distribution of work                    | <u>7</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.

Work is steady.

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**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. Respect
2. Comprehension
3. details

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

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

Opportunity to make a better living

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**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. Good Work environment
2. Pay Plan
3. 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>5</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>8</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>1</u> Company benefits (major medical, 401K)  | <u>7</u> Training             |
| <u>3</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.

Because of difficulties with shop foreman  
in last shop.

### 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. Putting myself on + off work, hold status etc.
2. Information + Training
3. Cleanliness + efficiency.

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

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

I chose this Service department because of my  
coworker + friend. He is also an employee of the  
dealer + he never had a negative thing to say. I  
have now been here two years + I am amazed at  
the efficiency + productivity of the service department.



### 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<br><input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic<br><input type="checkbox"/> Multi Point – Import<br><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. 401k Matching, Helping to pay for retirement
2. Pay plan increasing regularly.
3. Time off to spend with family

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

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

Chance to Advance Automotive knowledge Base & learn how to  
advance automotive career.

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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. Good work load
2. Good work environment
3. Working with like minded 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>4</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>8</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>5</u> Company benefits (major medical, 401K)  | <u>6</u> Training             |
| <u>1</u> Distribution of work                    | <u>7</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.

Received a good offer and it was a good opportunity  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## 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. The shop needs more space
3. Pay Plan

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

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

The amount of work that there is here. Everyone helps everyone out. Opportunity to grow and move up.



### 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<br><input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic<br><input type="checkbox"/> Multi Point – Import<br><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. A smooth operation, happy customer, and learning every day so we can all benefit
2. Being compensated fairly.
3. Taking time off, A check for days of time off will suffice.

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

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

Was the best option for me at the time of hiring & still is today.

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### 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. Communication
2. Timing
3. Organization

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>8</u> Pay Plans            |
| <u>5</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>2</u> Company benefits (major medical, 401K)  | <u>7</u> Training             |
| <u>3</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.

Mercedes Benz has an awesome service department that communicates daily and very helpful.