



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. DISPATCHERS WORK FAIRLY
2. CLEAN AREA
3. CLEAN RACKS

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>4</u> Pay Plans |
| <u>7</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>9</u> Treated with respect |
| <u>2</u> Parts availability (back parts counter) | <u>3</u> Uniforms |

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

GREAT SERVICE MANAGER.



Service Department Survey

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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. Respected Management
2. Quality Facility
3. Consistent Work Flow

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

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

Everyone gets along well, management will listen and
work with you as best as possible.



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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. SHOP MORAL & FRIENDLINESS
- 2. FAIRNESS
- 3. COMPETITIVE 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.

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

AVAILABLE AT THE TIME



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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. Relationships
2. Cleanliness of Shop
3. Worke load coming into 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>2</u> Availability of special tools | <u>7</u> Pay Plans |
| <u>5</u> Cleanliness of Service Department | <u>6</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>9</u> Training |
| <u>1</u> Distribution of work | <u>8</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.

I work in service department because I am good at it
and I need the money



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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. Being Productive
- 2. Work Schedule
- 3. Learning More

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

To Fix Own Car & To help others w/ their Car

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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. VOLUME OF WORK
2. Clean environment
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>2</u> Pay Plans |
| <u>5</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>9</u> Training |
| <u>1</u> Distribution of work | <u>6</u> Treated with respect |
| <u>8</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 don't like customer service.



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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. Mutual respect between employees + managers.
2. Flexibility of schedule when you need time off.
3. Understanding when ^{the} schedule is started that only so much can be done by one person.

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- | | |
|--|-------------------------------|
| <u>7</u> Availability of special tools | <u>2</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>6</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 chose to work at Kuni because I was looking for a full time job that offered better pay and 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. COMMUNICATION
2. Team environment
3. Clean Space

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>2</u> Telephone system |
| <u>6</u> Company benefits (major medical, 401K) | <u>10</u> Training |
| <u>4</u> Distribution of work | <u>3</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.

Location, Product



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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. Being respected and taken seriously.
2. Being able to be trusted for help.
3. Communication between colleagues.

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>3</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>7</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>10</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 chose to work here to grow my service skills and to get to learn new skills.



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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. work
- 2. Pay
- 3. the people I work with

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>3</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>8</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.

The people I work with everyday and the work that comes in the doors



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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. Pay
- 2. Job Security
- 3. Overall Shop efficacy

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>7</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>9</u> Training |
| <u>4</u> Distribution of work | <u>2</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 have/had worked for Honda for 5 years prior to here
and was happy to stay with Honda.



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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. COMMUNICATION
- 2. ORGANIZATION
- 3. MATCHING OUTFITS

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

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

PAY PLAN



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Single 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. Ability to earn a good wage
2. Having good tools (ie good programs) to do the job
3. Decent schedule

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>5</u> Cleanliness of Service Department | <u>6</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>10</u> Training |
| <u>7</u> Distribution of work | <u>2</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

Dealership felt well run, good processes in place.



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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. money
- 2. schedule
- 3. hours

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

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

good place to work

money



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Single 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. Equal WORK Distribution
- 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>4</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>8</u> Uniforms |

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

I've WORK FOR SAME PLACE 20 YEARS. ANY MOVEMENT
WOULD BE LATERAL. TOPPED OUT IN POSITION NO ADVANCEMENT
AVAILABLE.



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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. EMPLOYEE SATISFACTION I.E. SCHEDULE, BENEFITS, BONUSSES
2. MANAGEMENT/OWNERSHIP
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.

- | | |
|--|-------------------------------|
| <u>8</u> Availability of special tools | <u>4</u> Pay Plans |
| <u>6</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>1</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.

CHOOSE THIS COMPANY WHEN IT WAS UNDER DIFFERENT OWNERSHIP DUE TO AVAILABILITY TO GROW IN CAREER AS WELL AS LOCATION. ~~IT~~ WOULD NOT BE HERE IF IT WASN'T FOR KUN1.



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Single Point Domestic
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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. Pay plan
2. Benefits
3. Being treated honestly

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>4</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>5</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.

Comfortability



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Single 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. management support and communication
2. performance feedback
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>10</u> Availability of special tools | <u>5</u> Pay Plans |
| <u>8</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>1</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.

opportunities



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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. fair and competitive pay plan
2. positive, productive and competitive atmosphere
3. team and individual success are equally important

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>4</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>5</u> Distribution of work | <u>2</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.

They hired me knowing I didn't have prior experience and have provided excellent training, been respectful and welcoming and helpful. Its been a positive experience so far from all levels.



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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. Hours/money
2. Fun Atmosphere to work in
3. work quality

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

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

The atmosphere is like a family we
all care about one another. We all
help each other to make the shop have
great production and work quality



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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. DESPATCHING WORK FAIRLY!!!!
- 2. CLEAN AREA
- 3. CLEAN PAGES

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>4</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>10</u> Telephone system |
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| <u>1</u> Distribution of work | <u>9</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

GREAT SERVICE MANAGER.



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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. WORK Environment
- 2. Pay
- 3. Fast paced

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>3</u> Company benefits (major medical, 401K) | <u>8</u> Training |
| <u>6</u> Distribution of work | <u>1</u> Treated with respect |
| <u>4</u> Parts availability (back parts counter) | <u>5</u> Uniforms |

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

Prior experience and to be on the dealer level of
professionalism.



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. Health
- 2. Time
- 3. Non Hondas

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

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

I am poor, and need money.



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. Resources + Assistance to make customer happy with their visit.
2. Management Team being willing to assist/help when needed.
3. Respecting personal time of the customers/Being equipped to handle work.

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

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

Large service Dept capable of good work, good impression of management.



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. Communication
- 2. Honest
- 3. Sense of Urgency

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>96</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>88</u> Cleanliness of Service Department | <u>89</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>84</u> Training |
| <u>97</u> Distribution of work | <u>2</u> Treated with respect |
| <u>87</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 worked with Honda at another location and wanted to
stay with a brand I'm familiar with.



Service Department Survey

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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. Safety
- 2. Pay + Benefits
- 3. Lower workers I get along with

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>1</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>5</u> Distribution of work | <u>3</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 worked at Kuni in sales for over 2 years before deciding to switch departments. I wanted to work in this service department because I love my work family here and management has always taken care of me.



Service Department Survey

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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. vehicles to work on
- 2. Material Availability
- 3. Cleanliness

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

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

Close to Home and I have my own Area away from
Everyone and they all leave me Alone.



Service Department Survey

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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. Continious, Steady, Good Quality work. No Slow days.
2. Clean, safe, and maintained work environment + equipment
3. Fair dispatch of work handed out to everyone

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>4</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>6</u> Training |
| <u>3</u> Distribution of work | <u>2</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.

Everyone in the shop gets along with each other and is willing to help.
Amount of work is good. We stay busy though we do have our slow times.
Benefits seem expensive, but are good.



Service Department Survey

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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. Availability of quality work/jobs
2. Treated with respect
3. Least amount of negativity.

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>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>5</u> Training |
| <u>2</u> Distribution of work | <u>1</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.

I like my co-workers and my manager. I feel comfortable in my position and I feel that I am secure in my position.



Service Department Survey

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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. Making Money
- 2. Having Quality Work
- 3. ~~Week~~ Every other weekend OFF

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>9</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>6</u> Treated with respect |
| <u>7</u> Parts availability (back parts counter) | <u>8</u> Uniforms |

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

Having most techs that are willing to help.



Service Department Survey

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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. Hours/Money
- 2. Distribution of work
- 3. 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>3</u> Availability of special tools | <u>4</u> Pay Plans |
| <u>8</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>9</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>7</u> Uniforms |

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

Not paid.



Service Department Survey

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

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

Great managers