

### Service Department Survey

Please complete the following survey. **DO NOT** put your name on this form. Please **PRINT** your responses. Thank you for your cooperation.

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Single Point            | <input type="checkbox"/> Domestic          | <input type="checkbox"/> Multi Point – Domestic |
| <input checked="" type="checkbox"/> Single Point | <input checked="" type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Import   |
|  |  | <input type="checkbox"/> Multi Point – Combined |

- Position:     Service Manager     Service Advisor     Technician  
                   Dispatcher                     Cashier                     Lot Person

- Gender:         Male                                     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Pay Plans & Labor Rate/ Flag hours.
2. Respect for higher certified Techs
3. On going 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>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>2</u> Training             |
| <u>5</u> Distribution of work                    | <u>3</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.

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| <input checked="" 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. Comp (\$)
2. People (CO-Workers/MGRS)
3. VISION

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

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

- People
- Brand
- Fun Work Environment
- JEFF Valley

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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. Steady work
2. Proper tools/equipment
3. Culture

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

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

new to the industry at the time and wanted a change of work

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|  |  | <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. Pay, Benefits
2. Culture
3. Room for Growth

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>8</u> Availability of special tools           | <u>1</u> Pay Plans            |
| <u>7</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>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.

Lexus reputation

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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. Training
2. Availability of special tools and machines
3. Cleanliness of shop and working areas

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>2</u> Training             |
| <u>8</u> Distribution of work                     | <u>1</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.

The atmosphere and culture. Everyone gets along and does their best to help one another.

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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. Quality of work being performed
2. Efficiency
3. "Corporate Culture"

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

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

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

To provide quality automotive service to happy customers.



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 Single Point  Import

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. Good Equipment
2. Good team
3. Busy

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>6</u> Training             |
| <u>3</u> Distribution of work                    | <u>1</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.

Plenty of Work & Good 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. PAY
2. BEING APPRECIATED
3. TIME AWAY WITH MY 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           | <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>4</u> Training             |
| <u>7</u> Distribution of work                    | <u>2</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.

THERE WERE NO OTHER LEXUS DEALERS IN  
THE AREA

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- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Single Point            | <input type="checkbox"/> Domestic          | <input type="checkbox"/> Multi Point – Domestic |
| <input checked="" type="checkbox"/> Single Point | <input checked="" type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Import   |
|  |  | <input type="checkbox"/> Multi Point – Combined |

- Position:  Service Manager     Service Advisor     Technician  
 Dispatcher     Cashier     Lot Person

- Gender:  Male     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Work Environment
2. Amount of work
3. Co-workers

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>4</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>7</u> Company benefits (major medical, 401K)  | <u>3</u> Training             |
| <u>9</u> Distribution of work                    | <u>2</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.

BRAND

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- |  |   |
|--|---|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic<br><input checked="" type="checkbox"/> Single Point <input checked="" 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. Pride in the job we do!
2. Money
3. Hours of operations

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

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

Family atmosphere.

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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. Good Work steady meaningful
2. My Banks and Home Like Pay checks
3. Keep Me in a good Learning Environment

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>2</u> Pay Plans            |
| <u>6</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>3</u> Company benefits (major medical, 401K)  | <u>4</u> Training             |
| <u>5</u> Distribution of work                    | <u>1</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 like working with my hands and physical  
job that is always here - some thing

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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. Opportunity for technical training
2. opportunity to grow and learn (advancement)
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>5</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>6</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>4</u> Company benefits (major medical, 401K)  | <u>1</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.

Opportunity to attend training classes which translates to better understanding of the Lexus brand. Training classes allows me to grow in my field.

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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. Health \_\_\_\_\_
2. Hours Flagged \_\_\_\_\_
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>4</u> Availability of special tools           | <u>2</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>1</u> Distribution of work                    | <u>6</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.

Friendly managers and co-workers \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



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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. Involved management
2. Pay rate
3. Steady 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>7</u> Availability of special tools           | <u>2</u> Pay Plans            |
| <u>9</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>1</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.

Steady Work flow  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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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. STABILITY
2. MONEY
3. LOW STRESS WORK ENVIRONMENT

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

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

Have Been Lexus technician for 2/ yrs  
AND MOVED TO DENVER FROM MIDWEST

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

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

They hired me first

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

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

Busy plenty of work

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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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. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

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

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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. friendship and professionalism
2. I get treated respect
3. Company 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>10</u> Availability of special tools          | <u>5</u> Pay Plans            |
| <u>9</u> Cleanliness of Service Department       | <u>4</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>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 LIKE to work here I get treated with respect

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### 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. Love of the Automobile #1
2. how organized the work Flow (steady volume) of work #2
3. hours of operation and sundays off for God & 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>8</u> Availability of special tools            | <u>7</u> Pay Plans             |
| <u>10</u> Cleanliness of Service Department       | <u>0</u> Telephone system      |
| <u>5</u> Company benefits (major medical, 401K)   | <u>10</u> Training             |
| <u>6</u> Distribution of work                     | <u>10</u> Treated with respect |
| <u>10</u> Parts availability (back parts counter) | <u>10</u> Uniforms             |

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

Work Flow Plus Volume.

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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<br><input checked="" type="checkbox"/> Single Point <input checked="" 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. Helping people solve issues with their cars
2. Having the training necessary to complete their work
3. Distribution of work, staying busy

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

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

The long tenure of other associates here, nice to see people not just soon after leaving

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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. Producing an excellent product.
2. Smooth and proper scheduling & dispatching (GOD!!)
3. Housekeeping

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>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.

KUNI is a great place to work. However, there needs to be improvements!! Moral seems to be low right now.



## 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. RESPECT
2. STRESS LEVEL
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.

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

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

LIKE BEING AROUND PROFESSIONAL PEOPLE

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 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 checked="" type="checkbox"/> Domestic<br><input type="checkbox"/> Single Point <input checked="" 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. MAKING MONEY
2. MY CO-WORKERS
3. THE GUESTS I HELP

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

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

THE QUALITY OF ARE VEHICLES AND KELLY.K

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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. \_\_\_\_\_
- 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.

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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<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. Earning an income to support myself & child
2. Relationships with co-workers, open communication
3. Providing the best guest experience.

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

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

I chose to work at this service department because I was not happy at my last dealership. Mine is very organized and has enough front end staff to assist the advisors.



### 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. Making Money
2. Well ~~managed~~ Managed
3. Guest Relations

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>8</u> Cleanliness of Service Department       | <u>7</u> Telephone system     |
| <u>1</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>10</u> Uniforms            |

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

The department is well managed and I really feel valued and  
a part of a team.

### 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     VTS  
 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. positive environment.
2. opportunities to grow & learn new things
3. team work / having a supportive team.

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>7</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>1</u> Treated with respect |
| <u>10</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 decided to take this position to learn something new & help me with my goals within the company.

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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 checked="" type="checkbox"/> Single Point | <input checked="" 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. Feeling appreciated
2. Doing the right thing
3. Helping people improve & succeed

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>8</u> Telephone system     |
| <u>3</u> Company benefits (major medical, 401K)  | <u>6</u> Training             |
| <u>4</u> Distribution of work                    | <u>1</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.

2nd family - team Atmosphere

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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. Hours / schedule
2. Pay
3. Location

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

I like my managers + coworkers.

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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. Trust
2. Respect
3. Work/home life Balance

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>8</u> Cleanliness of Service Department       | <u>5</u> Telephone system     |
| <u>4</u> Company benefits (major medical, 401K)  | <u>6</u> Training             |
| <u>3</u> Distribution of work                    | <u>1</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.

I have always heard great things about Kuni  
lexus, and wanted to represent a company that had  
such positive feedback. I wanted to work  
for a company I could trust.

### 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                             Loaner admin

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. Organization
2. reliability
3. Curb appeal

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

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

The main reason I work in the service department is for customer satisfaction. Achieving this means offering the best service support for ALL of our customers.



### 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 checked="" type="checkbox"/> Single Point Domestic | <input type="checkbox"/> Multi Point – Domestic |
| <input checked="" type="checkbox"/> Single Point 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. mgmt being responsive
2. skilled, well managed techs
3. fair opportunities - A. dist of work B. indiv needs met

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>6</u> Cleanliness of Service Department       | <u>9</u> Telephone system     |
| <u>8</u> Company benefits (major medical, 401K)  | <u>3</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.

there is a feeling of phare w/ the environment / the customers have a high expectation

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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. Team work - Everyone pushing together
2. Work / Life Balance
3. Making the guest want to only service with us

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

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

Knowledge base - Great brand  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_