

### 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 | <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. working in Respectful environment
2. Pay Plan relative to Experience, Knowledge, productivity.
3. Communication between all relative parties.

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>3</u> Company benefits (major medical, 401K)  | <u>6</u> Training             |
| <u>5</u> Distribution of work                    | <u>2</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.

Very short commute and had familiar brands.

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

Good Rep., Busy Dealer

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ACADEMY

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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. Pay
2. Getting correct parts the first time
3. Respect

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>3</u> Company benefits (major medical, 401K)  | <u>4</u> Training             |
| <u>5</u> Distribution of work                    | <u>1</u> Treated with Respect |
| <u>6</u> Parts availability (back parts counter) | <u>9</u> Uniforms             |

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

Treat me good. lived up to what was said  
during interview ~~shows~~



MEMBER

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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. Parts Avail / staff Avail.
2. Traffic through the door
3. G/P

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>6</u> Pay Plans            |
| <u>5</u> Cleanliness of Service Department       | <u>9</u> Telephone system     |
| <u>7</u> Company benefits (major medical, 401K)  | <u>2</u> Training             |
| <u>8</u> Distribution of work                    | <u>4</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.

~~Stability~~ - Stability - I need stability in my life.

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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. Respect
2. Product knowledge
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>7</u> Availability of special tools           | <u>1</u> Pay Plans            |
| <u>8</u> Cleanliness of Service Department       | <u>9</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>10</u> Uniforms            |

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

Shorter commute  
own a car we service/sell  
I love my service manager!

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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. working w/ a great team - service managers, techs and advisers
2. having the correct parts in stock - for recommendations
3. having all the training tools for the newer vehicles.

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

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

Because I love working here!!!

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|--|--|---|
| <input checked="" type="checkbox"/> Single Point | <input checked="" 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. Have a good team to work with. Advisors, Techs, Mgrs  
    Having technicians who care about the customer's vehicle  
    and their service needs. Taking care of cust, fixing vehicle  
    right the first time by properly diagnosing cust issues.
2. Having enough staff to handle service customers
3. Questions on the survey that have nothing to do with  
    servicing of customer vehicles.

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

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

More opportunity for advancement  
More 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. Respect
2. Cooperation
3. Competence

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

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

- Product Familiarity
- Location
- Commute
- 
-

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 Multi Point – Import  
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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. Gaining experience
2. Safety
3. 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>1</u> Availability of special tools           | <u>9</u> Pay Plans            |
| <u>3</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>7</u> Company benefits (major medical, 401K)  | <u>5</u> Training             |
| <u>6</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.

Working on cars is something I like to do

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 Single Point     Import

Multi Point – Domestic  
 Multi Point – Import  
 Multi Point – Combined

Position:     Service Manager     Service Advisor     Technician  
 Dispatcher     Cashier     Lot Person

Gender:     Male     Female

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

1. Safety \_\_\_\_\_
2. Cleanliness \_\_\_\_\_
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>5</u> Availability of special tools           | <u>6</u> Pay Plans            |
| <u>1</u> Cleanliness of Service Department       | <u>9</u> Telephone system     |
| <u>2</u> Company benefits (major medical, 401K)  | <u>3</u> Training             |
| <u>8</u> Distribution of work                    | <u>4</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.

This Service Department is a safe ~~spot~~ place where I  
can learn and become a Great Tech.  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



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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. The challenge of dispatching the shop to make service the best
2. Having technicians and service advisors willing to work as a team
3. Having the opportunity to benefit from the vast knowledge of automobiles.

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>3</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>2</u> Treated with Respect |
| <u>8</u> Parts availability (back parts counter) | <u>6</u> Uniforms             |

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

The opportunity to be part of the management team and to make the shop strong