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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. Fair pay plan according to certification status
2. Flexible work environment/Team work
3. Being able to spend time with family (flexibility)

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>9</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>2</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.

Passion for the industry
high paying job
Being able to solve problems/challenging job



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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. Pay Plans
2. Benefits
3. 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>4</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>6</u> Training |
| <u>3</u> Distribution of work | <u>7</u> Treated with Respect |
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Please list the **major** reason why you chose to work at this Service Department.

Opportunity for making more money and opportunity of growth.

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- | | | |
|--|-----------------------------------|---|
| <input checked="" 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. fair wages
2. Benefits
3. opportunity to grow

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>9</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>3</u> Training |
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Please list the **major** reason why you chose to work at this Service Department.

opportunity to learn something new every day



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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 based on experience, and certifications
2. Room to grow
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>1</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>4</u> Training |
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Please list the **major** reason why you chose to work at this Service Department.

For the opportunity to learn and grow.
Pay and the passion for the automotive industry



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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. Keep Customers Satisfied.
2. Cleanliness Service Dept.
3. Wash cars to have Satisfied Customers

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

- | | |
|---|--------------------------------|
| <u>10</u> Availability of special tools | <u>10</u> Pay Plans |
| <u>10</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>1</u> Company benefits (major medical, 401K) | <u>8</u> Training |
| <u>9</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.

it is my passion to work here
with people of all kinds, and it's
close to my home.



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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 customers with their cars
- 3. Interacting with my co workers
- 2. Repairing the vehicle correctly

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- | | |
|--|-------------------------------|
| <u>10</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>5</u> Telephone system |
| <u>2</u> Company benefits (major medical, 401K) | <u>8</u> Training |
| <u>7</u> Distribution of work | <u>3</u> Treated with Respect |
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Please list the **major** reason why you chose to work at this Service Department.

Family owned



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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. ~~Leadership / Communication~~ Leadership / Communication
2. ~~Technicians~~ Technicians
3. Teach me new skills

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>4</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>8</u> Telephone system |
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Please list the **major** reason why you chose to work at this Service Department.

Great work environment, staff -



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1. Great work environment + co-workers.
2. computer software + phone system.
3. business hours.

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- | | |
|---|-------------------------------|
| <u>7</u> Availability of special tools | <u>2</u> Pay Plans |
| <u>9</u> Cleanliness of Service Department | <u>4</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 |
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Please list the **major** reason why you chose to work at this Service Department.

family owned

home town company

owners great reputation of company