

ATD TRUCK SURVEY

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

Position: Service Manager Service Advisor Technician
 Shop Foreman Lot Person Other

Gender: Male Female

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

Organization - In office
Communication - In office / w/ customers.
Team Work - All work together to close jobs / keep up with 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>6</u> Availability of special tools | <u>9</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>5</u> Telephone system |
| <u>8</u> Company benefits (major medical, 401K) | <u>1</u> Training |
| <u>3</u> Distribution of work | <u>2</u> Treated with respect (prestige) |
| <u>4</u> Parts availability (back parts counter) | <u>10</u> Uniforms |

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

I was always interested in the trucking industry. I grew up around shops and I knew this company (Kriete) would be a good fit. Many of the employees have been here 25 yrs + and have always been willing to teach me if I have questions.

Additional comments:

ATD TRUCK SURVEY

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

Position: Service Manager Service Advisor Technician
 Shop Foreman Lot Person Other

Gender: Male Female

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

1 Safety 2 Communication. If it were for safety this would be #1
3! Teamwork. Everybody needs to work willingly, with a positive attitude, and enjoy pulling their weight. be team-oriented not self-oriented.

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

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

leaving college I had big decisions to make, I knew ~~my~~ I was moving my family to Madison, I needed a place I knew I could learn at and grow at. I wanted opportunity to move around within the company, and I also wanted people who seemed mostly positive. This service dept fit the bill.

Additional comments:

I enjoy the work I've been tasked with at Kriete Truck Center, I enjoy working with teams and having something to offer

ATD TRUCK SURVEY

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

Position: ___ Service Manager Service Advisor ___ Technician
 ___ Shop Foreman ___ Lot Person ___ Other

Gender: Male ___ Female

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

- #1 1) Working in a team environment
- #3 2) being recognized for work other than easily reported metrics
- #2 3) Providing excellent customer service

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

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

Was looking to leave my previous job when employee
here I knew told me were hiring for service dept - was asked to
and wanted the challenge

Additional comments:

ATD TRUCK SURVEY

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

Position: ___ Service Manager ___ Service Advisor Technician
 ___ Shop Foreman ___ Lot Person ___ Other

Gender: Male ___ Female

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

- 1. ORGANIZED MANAGEMENT

- 2. CLEAN SHOP, ORGANIZED SPECIAL TOOLS

- 3. LUNCHEONS

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.**

- | | |
|--|---|
| <ul style="list-style-type: none"> 4 3 Availability of special tools 5 5 Cleanliness of Service Department 1 7 Company benefits (major medical, 401K) 8 8 Distribution of work 6 6 Parts availability (back parts counter) | <ul style="list-style-type: none"> 3 3 Pay Plans 10 10 Telephone system 9 9 Training 2 2 Treated with respect (prestige) 7 7 Uniforms |
|--|---|

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

YEARS OF SERVICE, LOYALTY TO CLUB

Additional comments:

ATD TRUCK SURVEY

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

Position: ___ Service Manager ___ Service Advisor Technician
 ___ Shop Foreman ___ Lot Person ___ Other

Gender: Male ___ Female

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

1) pay
 2) Different work to do
 3) learn new tech

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>9</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>8</u> Distribution of work | <u>5</u> Treated with respect (prestige) |
| <u>6</u> Parts availability (back parts counter) | <u>7</u> Uniforms |

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

They ~~provide~~ give people the ability to improve and advance over time.

Additional comments:

ATD TRUCK SURVEY

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

Position: ___ Service Manager ___ Service Advisor Technician
 ___ Shop Foreman ___ Lot Person ___ Other

Gender: Male ___ Female

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

Tool
 organization
 Clean

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

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

~~wanted~~ want to become a good Diesel Tech

Additional comments:

ATD TRUCK SURVEY

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

Position: ___ Service Manager ___ Service Advisor Technician
 ___ Shop Foreman ___ Lot Person ___ Other

Gender: Male ___ Female

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

having proper info on complaint, having parts,
rushing jobs

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

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

To expand knowledge and work on a good product

Additional comments:

ATD TRUCK SURVEY

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

Position: ___ Service Manager ___ Service Advisor X Technician
 ___ Shop Foreman ___ Lot Person ___ Other

Gender: X Male ___ Female

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

- CORRECT TOOLING

- CLEAN/EFFICIENT SHOP

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

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

WILLING TO TAKE A CHANCE ON A KID ~~WHO~~ WHO ~~KNEW~~ KNEW NOTHING

Additional comments:

NEED TO WORK ON THE SHOP
