



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. Safe Work environment
2. Customer Satisfaction
3. positive 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>5</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>7</u> Distribution of work | <u>1</u> Treated with Respect |
| <u>2</u> Parts availability (back parts counter) | <u>9</u> Uniforms |

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

advancement, Great mentors, positive work environment

Service Department Survey

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- | | | |
|--|--|---|
| <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 *Toaster*

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. Equal Treated
2. Parts on Hand
3. Clean & Safe

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

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

To Learn



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

Weekly Pay \$ enjoy working on cars



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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. Making Money
- 2. Keeping Sane
- 3. Making Friends

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>7</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>6</u> Training |
| <u>4</u> Distribution of work | <u>2</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 know this system and I am established
here



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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. Customer Satisfaction
2. Vehicle Safety
3. Clean & Safe 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>8</u> Availability of special tools | <u>7</u> Pay Plans |
| <u>5</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>6</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <u>4</u> Distribution of work | <u>1</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.

To Ensure Each Vehicle I Service is Safe for any family to Drive.



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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. Sale work
2. Have safe equipment / lifts
3. 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>9</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>4</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>7</u> Training |
| <u>6</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.

enjoy management

Friendly environment

Good co-workers



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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. 2 post lift
- 2. A clean + roomy workspace
- 3. Torque wrench

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

Advancement, solid mentors & team, as well as
the automotive make im most familiar with



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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. Communication between everyone
2. Ability to do my job without waiting for anything
3. Having the knowlage to excel in my career

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

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

To learn and improve my skills to do the best I can do in my feild

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- | | | |
|--|--|---|
| <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. HAVE EMPLOYEES WHO TRULY CARE ABOUT THE CUSTOMER'S NEEDS FIRST.
2. ON GOING TRAINING
3. DYNAMIC SUPPORT STAFF.

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>3</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <u>5</u> Distribution of work | <u>6</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.

GENERAL MANAGER TRANSPARENCY 100%

Wouldn't you like to know.



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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. Phone
2. Water
3. food/snacks

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>4</u> Cleanliness of Service Department | <u>7</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>9</u> Distribution of work | <u>1</u> Treated with Respect |
| <u>8</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 believe I have great customer service skills. I love working with people, and I love lending a helping hand.



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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. Cars
2. Customers
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.

- | | |
|---|--------------------------------|
| <u>8</u> Availability of special tools | <u>8</u> Pay Plans |
| <u>10</u> Cleanliness of Service Department | <u>6</u> Telephone system |
| <u>9</u> Company benefits (major medical, 401K) | <u>10</u> Training |
| <u>9</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.

I like working with customers and I love driving cars.



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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. Productivity in shop
(BDC) = EVERY ONE going on same page when things will be looked at.
2. EVERY ONE going on same page when things will be looked at.
3. Pay Plan

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

Hours, Steady pay compared to sales.



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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. Clean Air (good exhaust Sys. we don't have)
2. Safety equipment
3. Treated like a person & not a number

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>8</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>5</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.

more pay at the time years ago.



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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. Position Advancement
- 2. Good Management
- 3. Good 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>3</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>8</u> Company benefits (major medical, 401K) | <u>2</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.

Close access to OS9IT.



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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. Pay
2. Benefits
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>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>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.

Career Career



Service Department Survey

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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. Absence of undue stress
2. Pay reflective of importance to employer/company
3. Treatment reflective of job skill & seniority

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>10</u> Telephone system |
| <u>6</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>2</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.

Family feel of dealership when hired & friends/family employed here at the time.



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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. Continuous learning
2. the importance as you as an employee
3. Access to tools that are specially needed

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

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

It's a passion not a job



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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. Compensation
2. Benefits
3. Sense of accomplishment

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>5</u> Company benefits (major medical, 401K) | <u>6</u> Training |
| <u>4</u> Distribution of work | <u>2</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.

Pay , Relationships with coworkers , Satisfaction
of completing tasks

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- | | | |
|--|--|---|
| <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. Effective processes in place, to assure work is completed in timely manners.
2. Strong pay plan, preferable Total Sales with ELR & Hn Per-Ro Bonus.
3. Managers that will back me up & help me 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>8</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>7</u> Telephone system |
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| <u>4</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.

Was told I would make much more money than I am, or seems realistic with the lack of working processes.



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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. RELIABILITY
2. ACCOUNTABILITY
3. STABILITY

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>10</u> Cleanliness of Service Department | <u>9</u> Telephone system |
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Please list the **major** reason why you chose to work at this Service Department.

BEST WAY TO LEARN & MOVE UP IN THE COMPANY. BEST WAY TO LEARN THE PROCESS.

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Multi 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. Phone
2. water
3. attention

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>9</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>7</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.

to give kids the life I didn't have. I work in service so I
can drive cars all day



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. _____
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>8</u> Availability of special tools | <u>10</u> Pay Plans |
| <u>10</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>10</u> Training |
| <u>10</u> Distribution of work | <u>10</u> Treated with Respect |
| <u>7</u> Parts availability (back parts counter) | <u>7</u> Uniforms |

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



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 / BDC 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. customer service
3. time management

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>6</u> Pay Plans |
| <u>3</u> Cleanliness of Service Department | <u>4</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <u>8</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.

Do something different. Being able to help
people get their vehicles fixed. Manager offered
me a position.



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. Respect
2. Customer Service from all employees
3. Opportunity for advancement

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>8</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>4</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.

Better job opportunity with room for advancement.
Better hours, better pay, and benefits.



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

OFFERED POSITION BY MANAGER I KNEW HAD
RESPECT FOR HIS EMPLOYEES AND WANTS THE
BEST FOR THE DEALERSHIP + EMPLOYEES



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. Knowledge
2. Good Tools
3. Stereo System

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

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

I like cars and want to make money.