



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 Multi Point - Domestic
- Single Point Import 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. customers to do our job.

2. my whole team objective is to hit owners goal and keep us close to nada standards. This includes many daily and monthly tasks such as make money and have a great csi _____
3. i don't believe there is nothing part of service that is not important. Working. Daily follow up, informing customers during their service visits here.
sorry _____

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

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

__in service there is a lot to keep focus. Together after a 10 minute meeting we all go to work and the best we can everyday. _____
