



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. Taking Care of the Customer in an honest/straight forward way
2. Getting Repairs done Right the first time
3. Team work and 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>3</u> Pay Plans |
| <u>5</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <u>7</u> Distribution of work | <u>1</u> Treated with Respect |
| <u>9</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 truly enjoy taking care of my customer
- Making good money
- Ability to learn new things
- Always something new
- Being busy and not standing or sitting all 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. ~~making a paycheck for myself & owners~~ taking care of customer
2. making a paycheck for myself & owners
3. parts, tools & equipment

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>10</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>6</u> Training |
| <u>1</u> Distribution of work | <u>5</u> Treated with Respect |
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Please list the **major** reason why you chose to work at this Service Department.

this service Department has been well respected



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- | | | |
|---------------------------------------|-----------------------------------|--|
| <input 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 checked="" 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. Customer Satisfaction
2. consistent pay
3. Enough time away to reset

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>3</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>8</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.

It seemed like a good job that utalized my strengths



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Position: Service Manager Service Advisor Technician
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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. keeping busy
2. up to date equipment
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>2</u> Availability of special tools | <u>6</u> Pay Plans |
| <u>6</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>4</u> Training |
| <u>7</u> Distribution of work | <u>7</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.

guarantee



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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. tools / special tools
- 2. parts counter
- 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>4</u> Availability of special tools | <u>2</u> Pay Plans |
| <u>5</u> Cleanliness of Service Department | <u>9</u> Telephone system |
| <u>1</u> Company benefits (major medical, 401K) | <u>3</u> Training |
| <u>6</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.

respect not getting my job given away

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- | | | |
|---------------------------------------|-----------------------------------|--|
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| <input type="checkbox"/> Single Point | <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Import |
| | | <input checked="" 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. Respect
2. Customer satisfaction
3. Hours/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>4</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <u>5</u> Distribution of work | <u>1</u> Treated with Respect |
| <u>8</u> Parts availability (back parts counter) | <u>8</u> Uniforms |

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

The hours, pay, and people here are all great, overall great work environment.



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- | | |
|--|--|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input checked="" type="checkbox"/> Multi Point – Domestic
<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. Customers 1st - not over selling on things not needed
2. Parts availability - need more In stock Parts
3. Special tools. Internet that needs Hardwire to shop
Per GM
Recommend

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

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



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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. Proper tools for make of cars worked on.
2. Proper Training
3. Proper OEM Parts

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

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

The ~~career~~ Career I chose - that good at working on.

Handwritten notes, possibly a list or set of instructions, located in the upper middle section of the page.

Handwritten notes, possibly a list or set of instructions, located in the lower middle section of the page.

Handwritten notes, possibly a list or set of instructions, located at the bottom of the page.



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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. Having enough work
2. Fair distribution of work
3. Being fair with 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>4</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>9</u> Cleanliness of Service Department | <u>7</u> Telephone system |
| <u>3</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>2</u> Distribution of work | <u>8</u> Treated with Respect |
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Please list the **major** reason why you chose to work at this Service Department.

1st place to hire me

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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. Customer trust
2. Efficiency
3. Fixed right 1st time

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.

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

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

Ownership being family business

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- | | |
|--|--|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic
<input checked="" 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. techs/Advisors/manager all on same page about work/vehicles/respect
2. customers being aware of everything being done to vehicle
3. uni. persons (stacks)

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

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

family owned business, owners are involved in everything
all employees' decisions get along



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

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

Recommended by Jordan and Sarah.
It works with my school schedule and
offers great hours.

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|---------------------------------------|-----------------------------------|--|
| <input 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 checked="" 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. Respect / friendliness
2. Customer Satisfaction
3. 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>9</u> Availability of special tools | <u>4</u> Pay Plans |
| <u>2</u> Cleanliness of Service Department | <u>8</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>10</u> Parts availability (back parts counter) | <u>6</u> Uniforms |

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

Works with my school schedule and has good hours.

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|--|--|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic
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<input checked="" type="checkbox"/> Multi Point – Combined |
|--|--|

Position: Service Manager Service Advisor Technician
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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. Customer Service
2. Helping The DDC Understand How To make Appointments
3. Employee Evaluation's

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"/> Availability of special tools
<input checked="" type="checkbox"/> Cleanliness of Service Department
<input checked="" type="checkbox"/> Company benefits (major medical, 401K)
<input checked="" type="checkbox"/> Distribution of work
<input checked="" type="checkbox"/> Parts availability (back parts counter) | <input checked="" type="checkbox"/> Pay Plans
<input checked="" type="checkbox"/> Telephone system
<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Treated with Respect
<input checked="" type="checkbox"/> Uniforms |
|--|---|

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

I like working here, Helping Customers and
Challenging my Skill's.

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- | | |
|--|---|
| <input type="checkbox"/> Single Point <input type="checkbox"/> Domestic
<input type="checkbox"/> Single Point <input type="checkbox"/> Import | <input type="checkbox"/> Multi Point – Domestic
<input type="checkbox"/> Multi Point – Import
<input type="checkbox"/> Multi Point – Combined |
|--|---|

Position: Service Manager Service Advisor Technician
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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. Do it right the first time
2. getting the job done in a timely manner
3. Cleanliness of ~~the~~^{my} work area

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> Cleanliness of Service Department
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<u>8</u> Uniforms |
|--|---|

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

I feel like I fit in with everyone.



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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. Customer Satisfaction
2. learning and growing
3. Everyone wanting Free 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>3</u> Availability of special tools | <u>8</u> Pay Plans |
| <u>5</u> Cleanliness of Service Department | <u>9</u> Telephone system |
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| <u>2</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.

