



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. Being able to take care of a customer through the roughest repairs
2. Having the correct training and knowledge provided by the dealership
3. The technician being helpful in many ways to help satisfy 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>7</u> Pay Plans |
| <u>9</u> Cleanliness of Service Department | <u>8</u> Telephone system |
| <u>6</u> Company benefits (major medical, 401K) | <u>1</u> Training |
| <u>5</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 chose to work at this Service Department because it actually has
a great manager and the way of pay is not cut throat. Everyone
jumps in to help each other with their tickets, sometimes a
little too much.



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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. Communication
2. Set Procedures
3. Processes

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

Because I want to help build an empire AND the service department is where the
need was where my skill set could best be utilized.



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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. Quality Clean shop
2. Friendly environment every one gets along
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>6</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>2</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>8</u> Training |
| <u>3</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.

- Managers are realistic to the work
- understand complications with own experience
- Family environment good relationships



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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. Cleanliness Clean shop
2. Friendly environment every one gets along
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>6</u> Availability of special tools | <u>1</u> Pay Plans |
| <u>2</u> Cleanliness of Service Department | <u>10</u> Telephone system |
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Please list the **major** reason why you chose to work at this Service Department.

- Managers are realistic to the work
- understand complications with own experience
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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. Fair pay to match skill level and effort
2. Organization and cleanliness in shop area
3. Cooperation of other techs/techs pulling their own weight

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>4</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>7</u> Company benefits (major medical, 401K) | <u>8</u> Training |
| <u>2</u> Distribution of work | <u>6</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.

I AM valued for the work ethic and
quality I put into my repairs.



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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. Parts Availability
2. Clean Shop
3. Work Flow

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.

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

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

I love where I work and wanted
to grow and make a career here.



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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. Respect
- 2. Communication
- 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>4</u> Availability of special tools | <u>8</u> Pay Plans |
| <u>7</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>1</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.

The staff.



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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. Checking over the customers vehicle ~~to~~ to make it sure safe.
2. Making sure the customers vehicle has all fluids
3. Company benefits

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

Never chose to work at this Service Department, they switch me from detail to service, trained me, now I love this job, I like the people and the type of work we do.

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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 sure customers vehicle is safe
2. checking fluids
3. Cleanliness of customers cars

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>6</u> Pay Plans |
| <u>3</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>5</u> Company benefits (major medical, 401K) | <u>1</u> Training |
| <u>7</u> Distribution of work | <u>12</u> Treated with respect |
| <u>4</u> Parts availability (back parts counter) | <u>8</u> Uniforms |

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

to have credible start to my automotive career

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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. Safety
2. good service
3. Keeping cars 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>10</u> Availability of special tools | <u>4</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>6</u> Telephone system |
| <u>4</u> Company benefits (major medical, 401K) | <u>5</u> Training |
| <u>2</u> Distribution of work | <u>9</u> Treated with respect |
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Please list the **major** reason why you chose to work at this Service Department.

Everyone is super nice and willing to help you if you need it,



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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. Making Sure Customers are happy
2. Safe environment
3. CO-workers are happy

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>4</u> Cleanliness of Service Department | <u>8</u> Telephone system |
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| <u>2</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.

I picked this service department because it
has a very good environment and everyone helps
out



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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. making sure customers feel welcomed.
2. making sure customer is happy w/ service + pricing.
3. making sure coworkers are happy.

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

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

- great coworkers
- warm welcomings
- allows minor mistakes
- never doing the same thing each day
- allows time off.



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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. Providing our customers with the best automotive experience on every visit
2. Respect from co-workers.
3. Ongoing learning

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

I love the challenge of learning something new & we have the best staff & customers.



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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. A Pleasant work environment.
2. ~~As math~~ Communication
3. Not falling behind

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- | | |
|--|-------------------------------|
| <u>8</u> Availability of special tools | <u>5</u> Pay Plans |
| <u>7</u> Cleanliness of Service Department | <u>10</u> Telephone system |
| <u>1</u> Company benefits (major medical, 401K) | <u>2</u> Training |
| <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.

The people. The respect others show is nothing, but professional.