



### 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.

List three 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 \_\_\_\_\_
2. TOOL BOX \_\_\_\_\_
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 1–10 only once.

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

What factors have the biggest impact to ensure quality, efficient repairs in your dealership? Rank the factors from 1–10 with number 1 being the most important and 10 being the least important. DO NOT duplicate the numbers; use each number 1–10 only once.

- |   |   |
|---|---|
| <u>2</u> Facility Wi-Fi, lighting, etc. | <u>7</u> Field tech support                     |
| <u>3</u> Phone/online tech support      | <u>8</u> Access to technology (laptops/tablets) |
| <u>4</u> Special tools equipment        | <u>1</u> Treated with respect                   |
| <u>5</u> OEM provided information       | <u>9</u> Tech – service advisor relations       |
| <u>6</u> Parts availability/inventory   | <u>10</u> Other: _____                          |

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

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List three 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 / work
2. Knowledge
3. Trust

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 1–10 only once.

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

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- |   |   |
|---|---|
| <u>5</u> Facility Wi-Fi, lighting, etc. | <u>7</u> Field tech support                     |
| <u>9</u> Phone/online tech support      | <u>4</u> Access to technology (laptops/tablets) |
| <u>8</u> Special tools equipment        | <u>1</u> Treated with respect                   |
| <u>6</u> OEM provided information       | <u>3</u> Tech – service advisor relations       |
| <u>2</u> Parts availability/inventory   | Other: _____                                    |

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

Convenience

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List three 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~~ RESPECT
- 2. KNOWLEDGE
- 3. TOOLS

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 1–10 only once.

- |  |                               |
|--|-------------------------------|
| <u>6</u> Availability of special tools           | <u>9</u> Pay plans            |
| <u>5</u> Cleanliness of Service Department       | <u>7</u> Location             |
| <u>10</u> Company benefits (major medical, 401K) | <u>4</u> Training             |
| <u>1</u> Distribution of work                    | <u>2</u> Treated with respect |
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- |   |   |
|---|---|
| <u>5</u> Facility Wi-Fi, lighting, etc. | <u>9</u> Field tech support                     |
| <u>8</u> Phone/online tech support      | <u>2</u> Access to technology (laptops/tablets) |
| <u>3</u> Special tools equipment        | <u>1</u> Treated with respect                   |
| <u>6</u> OEM provided information       | <u>7</u> Tech – service advisor relations       |
| <u>4</u> Parts availability/inventory   | Other: _____                                    |

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

- PAY
- EXPERIENCE
- TRAINING



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List three 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. Fixed Right
3. Trust

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 1–10 only once.

- |  |                               |
|--|-------------------------------|
| <u>1</u> Availability of special tools           | <u>4</u> Pay plans            |
| <u>9</u> Cleanliness of Service Department       | <u>7</u> Location             |
| <u>5</u> Company benefits (major medical, 401K)  | <u>8</u> Training             |
| <u>6</u> Distribution of work                    | <u>2</u> Treated with respect |
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- |   |   |
|---|---|
| <u>7</u> Facility Wi-Fi, lighting, etc. | <u>5</u> <del>10</del> Field tech support                     |
| <u>8</u> Phone/online tech support      | <u>10</u> <del>5</del> Access to technology (laptops/tablets) |
| <u>6</u> Special tools equipment        | <u>2</u> Treated with respect                                 |
| <u>9</u> OEM provided information       | <u>1</u> Tech – service advisor relations                     |
| <u>4</u> Parts availability/inventory   | <u>3</u> Other: <u>Trust</u>                                  |

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

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List three 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. Cleanliness

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- |  |                               |
|--|-------------------------------|
| <u>7</u> Availability of special tools           | <u>9</u> Pay plans            |
| <u>6</u> Cleanliness of Service Department       | <u>10</u> Location            |
| <u>5</u> Company benefits (major medical, 401K)  | <u>1</u> Training             |
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- |   |   |
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| <u>7</u> OEM provided information       | <u>3</u> Tech – service advisor relations       |
| <u>5</u> Parts availability/inventory   | Other: _____                                    |

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

Gave me an opportunity to expand my knowledge  
and grow in this Industry.

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