

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. Respect and cordiality when we receive the client
2. EFFECTIVE communication Between the technician and SERVICE ADVISOR
3. Healthy part inventory for effective and timely unit repair.

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

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

Helping customers solve problems in their unit is my priority

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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. Good and clean environment
2. Service advisor with goods skill for selling
3. Availity of parts and equipment

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- | | |
|--|-------------------------------|
| <u>8</u> Availability of special tools | <u>1</u> Pay plans |
| <u>9</u> Cleanliness of Service Department | <u>10</u> Location |
| <u>3</u> Company benefits (major medical, 401K) | <u>4</u> Training |
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| <u>2</u> OEM provided information | <u>1</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.

for work with luxury Brand, aggressive pay plan,
Trainings and professional growth.

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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. Well Trained Manager
2. Good Team Work
3. Working Area/Workshop Area

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

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

New experience, Pay Plan, excellent coworkers, Well trained Shop Foreman, Potential Professional Growth

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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. Workshop space
2. workshop parking space
3. _____

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- | | |
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| <u>5</u> Availability of special tools | <u>10</u> Pay plans |
| <u>2</u> Cleanliness of Service Department | <u>9</u> Location |
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Please list the **major** reasons why you chose to work at this Service Department.

Have a better income and better quality of life.

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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. The relationship with co-worker
2. Work area (facility, lighting, etc)
3. Specific detail work procedure/vehicle information

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| <u>9</u> Availability of special tools | <u>1</u> Pay plans |
| <u>8</u> Cleanliness of Service Department | <u>10</u> Location |
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| <u>1</u> Facility Wi-Fi, lighting, etc. | <u>6</u> Field tech support |
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| <u>2</u> Parts availability/inventory | <u>10</u> Other: _____ |

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

The pay plan, good relationship and potential professional growth.

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1. Detailed Workshop diagnostic procedures
2. Workshop organization
3. Effective communication between coworkers

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| <u>5</u> Parts availability/inventory | <u>10</u> Other: <u>work space</u> |

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Pay plans, Great opportunity for professional Growth

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1. Working space area
2. Time to accept/decline recommendations
3. Time to open and distribution the repair orders.

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| <u>1</u> Parts availability/inventory | Other: _____ |

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

- Technology from the Brand
- Prestige from the Brand
- Pay plan and Benefits
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-

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1. WORKING SPACE
2. TRAINING AND DEVELOPMENT
3. TEAM WORK

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| <u>2</u> Parts availability/inventory | <u>4</u> Other: <u>WORKING SPACE</u> |

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- Pay plan and bene fits
- Location
-
-
-