

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. No hostility between other techs
2. HAVING A fair share of warranty & CP work load
3. Pay / 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 1–10 only once.

- | | |
|--|-------------------------------|
| <u>9</u> Availability of special tools | <u>3</u> Pay plans |
| <u>6</u> Cleanliness of Service Department | <u>8</u> Location |
| <u>5</u> Company benefits (major medical, 401K) | <u>7</u> Training |
| <u>2</u> Distribution of work | <u>1</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.

- | | |
|------------------------------------|--|
| ___ Facility Wi-Fi, lighting, etc. | ___ Field tech support |
| ___ Phone/online tech support | ___ Access to technology (laptops/tablets) |
| ___ Special tools equipment | ___ Treated with respect |
| ___ OEM provided information | ___ Tech – service advisor relations |
| ___ Parts availability/inventory | ___ Other: _____ |

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

I chose to work at this Service Department because I see alot of Potential
for growth of the company and have built a good team within the shop

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1. PARTS
2. COMMUNITY
3. COSTUMES

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- | | |
|--|-------------------------------|
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1. Parts
2. TOOLS
3. Communication

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

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- | | |
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| <u>5</u> OEM provided information | <u>1</u> Tech – service advisor relations |
| <u>3</u> Parts availability/inventory | <u>8</u> Other: _____ |

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We enjoy Being able to go further into this
Career, while Learning to be a team.
