

Employee Engagement and Satisfaction Survey

Fill in each circle completely using a DARK BLUE or BLACK PEN, not a pencil. Do not use “x” or “/” marks. To ensure your anonymity, mail your completed survey in the postage-paid envelope provided. Upon receipt of your survey, your answers and comments will be added to those of your fellow workers and summarized as a group. The number in the right hand corner of this document is for data processing only and cannot be tracked to any individual’s survey responses. If you have any questions or comments contact Best Companies Group at support@bestcompaniesgroup.com.

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

1. Overall, I am very satisfied with my dealership○.....○.....○.....○.....○.....○.....○.....○

How do you feel about each of the following specific matters? (Fill in a single response for each statement below)

2. This dealership’s leadership and planning:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I understand the long-term strategy of this dealership○.....○.....○.....○.....○.....○.....○.....○
 I have confidence in the leadership of this dealership.....○.....○.....○.....○.....○.....○.....○.....○
 The leaders of this dealership care about their employees’ well being○.....○.....○.....○.....○.....○.....○.....○
 Senior leaders live the core values of the dealership○.....○.....○.....○.....○.....○.....○.....○
 There is adequate planning of departmental objectives○.....○.....○.....○.....○.....○.....○.....○
 There is adequate follow-through of departmental objectives○.....○.....○.....○.....○.....○.....○.....○
 The leaders of this dealership are open to input from employees.....○.....○.....○.....○.....○.....○.....○.....○

3. The dealership’s corporate culture and communications:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

This dealership’s corporate communications are frequent enough○.....○.....○.....○.....○.....○.....○.....○
 This dealership’s corporate communications are detailed enough.....○.....○.....○.....○.....○.....○.....○.....○
 I have a good understanding of how this dealership is doing financially○.....○.....○.....○.....○.....○.....○.....○
 I can trust what this dealership tells me○.....○.....○.....○.....○.....○.....○.....○
 This dealership treats me like a person, not a number○.....○.....○.....○.....○.....○.....○.....○
 This dealership gives me enough recognition for work that is well done○.....○.....○.....○.....○.....○.....○.....○
 Staffing levels are adequate to provide quality products/services.....○.....○.....○.....○.....○.....○.....○.....○
 Quality is a top priority with this dealership○.....○.....○.....○.....○.....○.....○.....○
 Safety is a top priority with this dealership.....○.....○.....○.....○.....○.....○.....○.....○
 I believe there is a spirit of cooperation within this dealership.....○.....○.....○.....○.....○.....○.....○.....○
 My dealership enables a culture of diversity○.....○.....○.....○.....○.....○.....○.....○
 I like the people I work with at this dealership○.....○.....○.....○.....○.....○.....○.....○
 At this dealership, employees have fun at work.....○.....○.....○.....○.....○.....○.....○.....○
 I feel I can express my honest opinions without fear of negative consequences.○.....○.....○.....○.....○.....○.....○.....○
 Changes that may affect me are communicated to me prior to implementation○.....○.....○.....○.....○.....○.....○.....○

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8. Pay and Benefits:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

My pay is fair for the work I perform

Overall, I'm satisfied with this dealership's benefits package.....

Specifically, I'm satisfied with the:

Amount of vacation (or Paid Time Off).....

Sick leave policy.....

Amount of health care paid for

Dental benefits

Vision care benefits.....

Retirement plan benefits

Life insurance benefits

Disability benefits

Tuition reimbursement benefits.....

9. Overall feelings about your employment experience:

Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

Most days, I look forward to going to work.....

My job provides me with a sense of meaning and purpose.....

I am proud to work for this dealership

I feel this dealership has created an environment
where I can do my best work.....

I am willing to give extra effort to help this dealership succeed.....

I plan to continue my career with this dealership for
at least two more years.....

I would recommend this dealership's products/services to a friend.....

I would recommend working here to a friend.....

NOTE: We recommend that you do not include your name or other identifying remarks in your responses to the two open-ended questions listed below. PLEASE DO NOT EXCEED THE SPACE PROVIDED BELOW.

Please do not use symbols or characters such as (=,\$,%,@,!,\$,&,*,-,+)

10. What does this dealership do that makes it a place where people would want to work?

11. What can this dealership do to increase your satisfaction and productivity as an employee?

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The following questions are for classification purposes only. They will not be used to identify any individual.
Please fill in only one response per question.

12. How long have you worked for this organization?

- Less than one year
- One year to less than two years.....
- Two years to less than five years
- Five years to less than ten years.....
- Ten years or more
- Prefer not to answer

13. What is your age?

- Less than 21
- 21 - 25
- 26 - 35
- 36 - 45
- 46 - 55
- 56 - 65
- Above 65.....
- Prefer not to answer

14. What is your gender?

- Female
- Male
- Prefer not to answer

15. What is your ethnic background?

- Black or African-American
- Asian
- White or Caucasian
- Hispanic or Latino
- Native American (not Pacific Islander)
- Pacific Islander
- Bi-Racial or Multi-Racial
- Prefer not to answer

16. Which is your job status?

- Full-Time.....
- Part-Time.....

17. Which of the following best describes your role?

- Owner/Investor
- Senior Management.....
- Department Management
- Salesperson.....
- Service Technician
- Administrative Support
- Other.....

18. In which department do you work?

- New Vehicle Sales.....
- Used Vehicle Sales.....
- Service.....
- Parts.....
- Body Shop
- F&I.....
- Office/HR/Communications.....
- Other.....

Thank You for Your Participation!

For questions or comments, please email support@bestcompaniesgroup.com.