

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.

1. Overall, I am very satisfied with my dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

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:

I understand the long-term strategy of this dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I have confidence in the leadership of this dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

The leaders of this dealership care about their employees’ well being Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

Senior leaders live the core values of the dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

There is adequate planning of departmental objectives Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

There is adequate follow-through of departmental objectives Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

The leaders of this dealership are open to input from employees Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

3. The dealership’s corporate culture and communications:

This dealership’s corporate communications are frequent enough Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

This dealership’s corporate communications are detailed enough Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I have a good understanding of how this dealership is doing financially Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I can trust what this dealership tells me Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

This dealership treats me like a person, not a number Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

This dealership gives me enough recognition for work that is well done Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

Staffing levels are adequate to provide quality products/services Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

Quality is a top priority with this dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

Safety is a top priority with this dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I believe there is a spirit of cooperation within this dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

My employer enables a culture of diversity Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I like the people I work with at this dealership Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

At this dealership, employees have fun at work Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

I feel I can express my honest opinions without fear of negative consequences Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

Changes that may affect me are communicated to me prior to implementation Disagree Strongly Disagree Somewhat Neutral Agree Somewhat Agree Strongly Not Applicable

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I am encouraged to explore growth or advancement opportunities

within the dealership○○○○○○○

There is room for me to advance at this dealership.....○○○○○○○

I trust that if I do good work, I will be considered for a promotion.....○○○○○○○

8. Pay and Benefits:

Disagree Disagree Agree Agree Not
Strongly Somewhat Neutral Somewhat Strongly 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 Disagree Agree Agree Not
Strongly Somewhat Neutral Somewhat Strongly 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 dealership?

- 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. In what year were you born?

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Example: 1990

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.