



### Training Questionnaire Service Advisors & Techs

1. Have you received any formal training or education in automotive repair or maintenance? If yes, please specify the type of training and the date of completion. If no, would you be interested in receiving such training?

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2. Do you feel confident in your ability to diagnose and repair common automotive issues? If not, what areas do you feel you could use more training in?

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3. How familiar are you with the latest automotive technologies and diagnostic tools? Have you received any training on their use? If not, would you be interested in receiving such training?

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4. How comfortable are you communicating with customers about automotive issues? Have you received any training on effective customer communication? If not, would you be interested in receiving such training?

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5. Have you received any training on workplace safety, including handling hazardous materials, working with power tools, and preventing workplace accidents? If not, would you be interested in receiving such training?

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### **SMART Goal Worksheet for Technicians:**

**Goal:** Increase the efficiency of the repair process by 20% within the next six months.

**Specific:** Improve the efficiency of the repair process by 20% through the adoption of new tools and technologies, streamlining procedures, and enhancing communication between technicians and the counter staff.

**Measurable:** Monitor the time it takes to complete repairs and identify areas for improvement. Collect feedback from technicians and the counter staff on the effectiveness of the new tools and procedures.

**Achievable:** Conduct research on new tools and technologies that can improve the efficiency of the repair process. Implement new procedures and provide training to technicians on their use.

**Relevant:** Improving the efficiency of the repair process will lead to faster turnaround times and increased customer satisfaction. It will also enable the auto repair shop to handle more customers and increase revenue.

**Time-bound:** The goal will be achieved within the next six months. Progress will be tracked on a weekly basis, and adjustments will be made as needed to ensure the target is met.

### **Weekly Progress Review Sheet for Technicians:**

**Goal:** Increase the efficiency of the repair process by 20% within the next six months.

**Week of:** \_\_\_\_\_

#### **Key Tasks Completed:**

Researched and tested new tools and technologies to improve efficiency.  
Streamlined repair procedures and documented new processes.  
Communicated with counter staff to improve collaboration and information sharing.  
Trained technicians on the use of new tools and procedures.

#### **Challenges Encountered:**

Some technicians were resistant to adopting new tools and procedures.  
Limited budget for purchasing new tools and technologies.

#### **Progress Towards Goal:**



**Accelerate Your Opinion: Join Us in Enhancing Customer Satisfaction!**

1. How would you rate the overall quality of service you received at our auto repair shop? **(Scale: 1-10) 1 (Very Poor) to 10 (Excellent)**

**1 2 3 4 5 6 7 8 9 10**

2. Did our staff communicate clearly and effectively regarding your vehicle's repairs or maintenance? **(Scale: 1-10) 1 (Very Poor) to 10 (Excellent)** Please provide any suggestions or areas of improvement.

**1 2 3 4 5 6 7 8 9 10**

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3. Were you satisfied with the timeliness of the service provided? **(Scale: 1-10) 1 (Very Poor) to 10 (Excellent)** If not, please share any specific instances where you experienced delays or inconveniences.

**1 2 3 4 5 6 7 8 9 10**

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4. Would you recommend our auto repair shop to your friends or family? **(Scale: 1-10) 1 (Very Poor) to 10 (Excellent)** If not, please explain the reason behind your answer.

**1 2 3 4 5 6 7 8 9 10**

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### **SMART Goal Worksheet for Counter Staff:**

**Goal:** Increase customer satisfaction ratings by 10% within the next six months.

**Specific:** Improve customer satisfaction ratings by 10% through enhanced customer service, communication, and follow-up.

**Measurable:** Monitor customer satisfaction ratings on a weekly basis through customer feedback surveys and online reviews.

**Achievable:** Implement training programs and protocols for customer service, communication, and follow-up. Set measurable targets for each team member and provide regular feedback and coaching.

**Relevant:** Customer satisfaction is a key performance indicator for the success of the auto repair shop. Satisfied customers are more likely to return for future services and refer others to the business.

**Time-bound:** The goal will be achieved within the next six months. Weekly progress will be tracked and reviewed, and adjustments will be made as needed to ensure the target is met.

### **Weekly Progress Review Sheet for Counter Staff:**

**Goal:** Increase customer satisfaction ratings by 10% within the next six months.

**Week of:** \_\_\_\_\_

#### **Key Tasks Completed:**

Conducted customer satisfaction surveys and analyzed feedback.

Implemented new customer service protocols.

Provided coaching and training to team members on effective communication and follow-up.

Responded to customer complaints and addressed any issues.

Challenges Encountered:

Difficulty in getting team members to adopt new protocols.

High volume of customer complaints.

#### **Progress Towards Goal:**

Customer satisfaction ratings increased by 3% compared to the previous week.

Identified areas for improvement in communication and follow-up with customers.

Addressed some of the key issues identified by customers in the feedback surveys.



### Training Progress Check

1. Have you received adequate training to effectively perform your job responsibilities?

**(Scale: 1-5) 1 (Not at all) to 5 (Extremely)**

**1 2 3 4 5**

2. How confident do you feel in applying the knowledge and skills acquired during your training? **(Scale: 1-5) 1 (Not at all confident) to 5 (Extremely confident)**

**1 2 3 4 5**

3. Have you received regular feedback and guidance from supervisors or trainers to improve your performance? **( Yes/No )**

If "**No**," please share any specific areas where you would appreciate additional support or feedback.

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4. Are there any specific training topics or areas you believe would further enhance your skills and performance? Please provide any suggestions or areas of improvement.

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