

2022 AAPEX Service Advisor of the Year Award

Thank you for your interest in the **AAPEX Service Advisor of the Year Award!** To launch the form, click the "Next" button below. **Please note:** Not all questions may apply to your business or to the applicant. For questions that do not apply, please provide a brief explanation why, if possible.

The deadline for submissions is **August 31, 2022.**

Below is some additional information on using this form. If you have any questions related to this form, please contact education@autocare.org.

Save & Return to Your Form

You may begin your form and return to it for completion at a later date. At the top of each page, there is a tool bar with a button that reads "Save and continue later" in the top right-hand corner. Upon clicking this button, you will be prompted to enter your email address, verify your email address, and select "save." This action will prompt an email to be sent to the email address provided containing instructions on how to re-access the partially completed form. If you have any questions or do not receive an email following this process, please contact education@autocare.org for assistance.

Print a Blank Form

If you would like to print a blank copy of this form before you get started, please [click here](#).

THANK YOU and GOOD LUCK!

General Information

1. Candidate's Full Name *

2. Candidate's Job Title *

3. Candidate's Email Address *

4. Name of individual submitting this form *

5. Email address of individual submitting this form *

6. Employer Information *

Employer Name

Shop Name

City

State

Zip
Code

Shop Website
Link

7. How many years has the candidate been in the industry?

8. How many years has the candidate been in the service advisor role?

9. Did the candidate complete post-secondary education?

10. If yes, please share the institution name and degree level below.

11. Please share the candidate's number of ASE certifications.

12. Does the candidate have their ASE C1 Service Consultant certification?

13. How many hours of training does the candidate take annually either in person, online or self-directed?

14. Tell us about the candidate and why you are recommending him or her.

15. Tell us about the candidate's local, community, charitable and industry involvement (i.e. mentoring, Facebook, YouTube video, industry events, blogs, social groups, etc.) Give examples of each and include web links if relevant.

16. Online Reviews: Please copy and paste websites and other online reviews specifically mentioning the candidate.

Link:

Link:

Link:

Link:

Link:

Link:

Candidate Questions

Below are questions to ask the candidate. *Please Note:* This part can be complete by the Nominator, Supervisor, the Candidate or a combination of all.

17. Why did you choose to be a Service Advisor? What do you like about it most?



18. What personal and professional qualities keep you at the top of your game as a service writer and as an employee?



19. What skills/personal development areas have you worked on in the past, and what skills/personal development areas are you going to work on next?

20. Describe what outstanding customer service means to you. Please explain a specific circumstance where you've applied outstanding customer service.

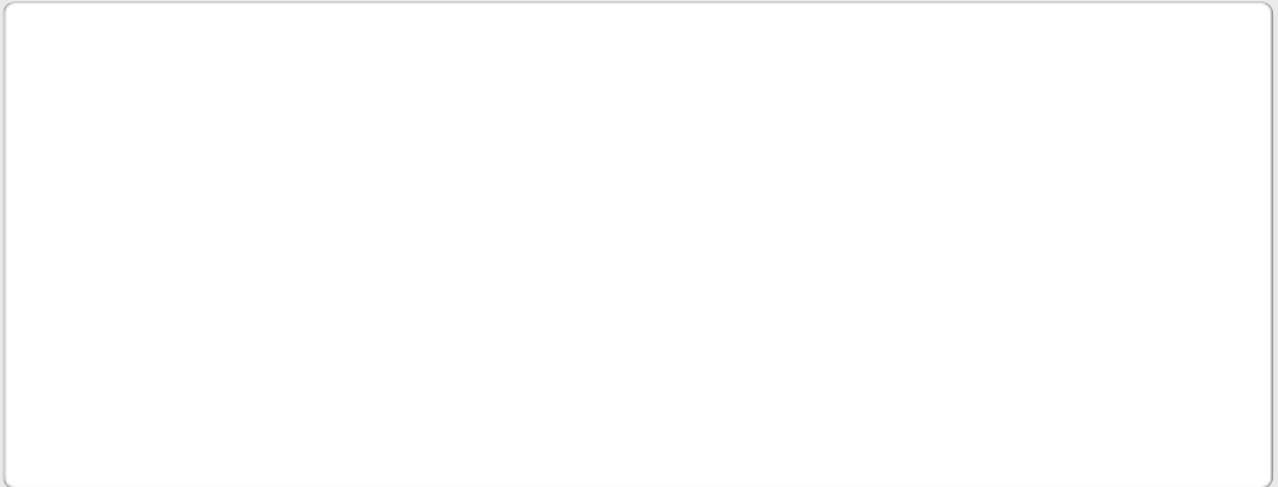
21. In your own words, what defines a good customer? What defines a bad customer?

22. Tell us about your sales growth for the last 5 years.

23. How would you address a difficult online review that calls you out by name and / or title?



24. How would you address a difficult customer experience? Please share an example.



Thank You!
