

# 2020 AAPEX Service Advisor of the Year Award

## General Information

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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

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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.

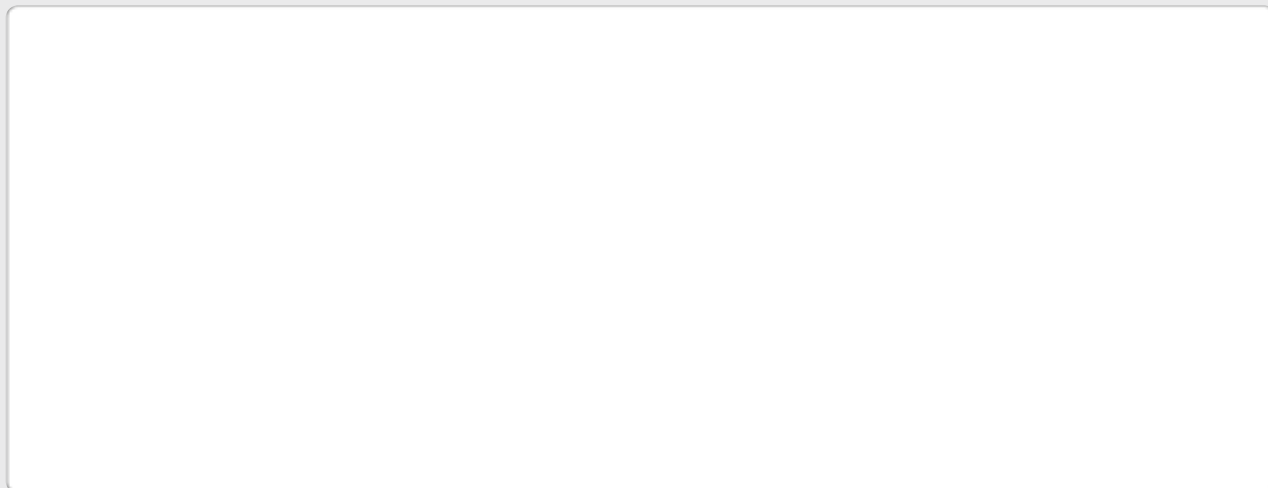
17. Why did you choose to be a Service Advisor? What do you like about it most?

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

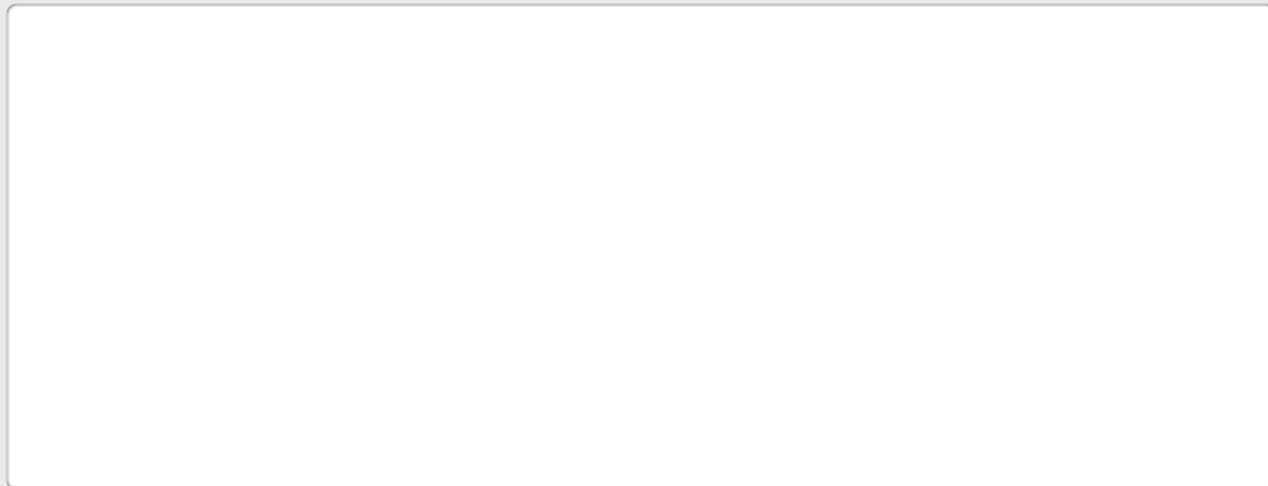
19. What skills/personal development areas have you worked on in the past, and what skills/personal development areas are you going to work on next?

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

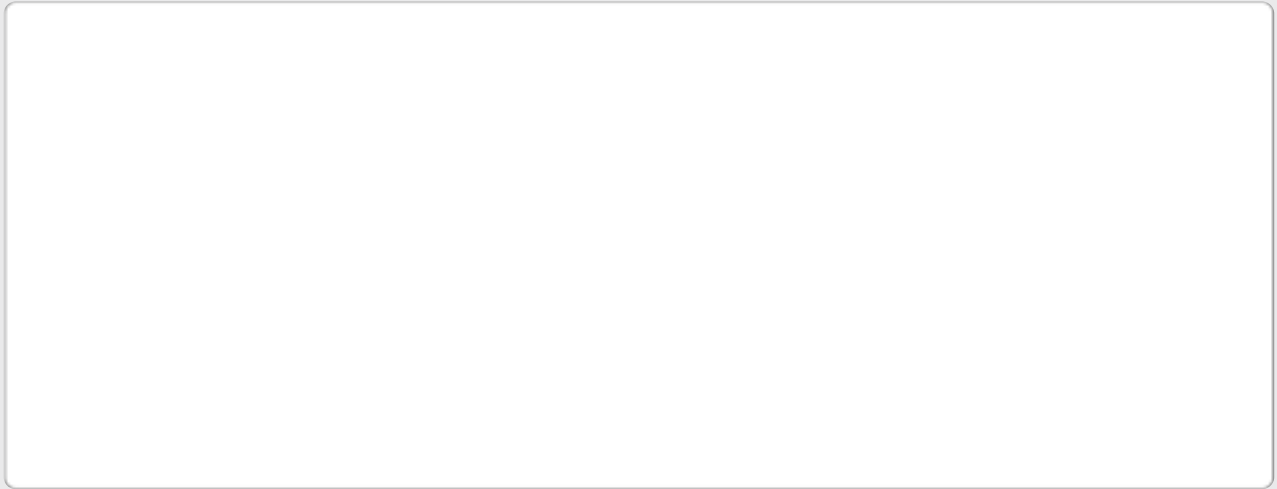
21. In your own words, what defines a good customer? What defines a bad customer?



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.

