

Interview Questions for Dealership Employees

I am currently a UBC undergraduate student and am completing a technical writing project. The purpose of this interview is to collect primary data that will be analysed to improve efficiency and customer experience at White Rock Honda. The final formal report will be addressed to White Rock Honda management. More specifically, this interview along with customer surveys and cost data will provide information on keeping or changing the current car wash method. The interview as 5 open-ended questions and should take 5-10 minutes to complete. Responses to questions are all voluntary and anonymous. Thank you very much for your participation.

1. Describe your current or past position working at a dealership.
2. How long does a typical car wash take?
3. Can you comment on any positives or negatives of the current method of hand washing cars?
4. How would you feel about switching to an automatic washing system?
5. How would you prefer to have your own car washed?