



EVALUATION # 2801423

02-28-2017

Survey: General
078504

078504

99-236 Moanalua Road
Flagship FastLube - Aiea
Aiea HI 96701 US

Location: 078504

District: 0785

Region: Western

078504: 078504: YTD

Location **94%**
Company **91%**
Your Rank **10/43**
Your Percentile **79th**

Location avg (9) 94%
District avg (53) 94%
Region avg (72) 93%
Company avg (325) 91%

YOUR SCORE

80%

56/70 points



LOCATION AVG YTD

94%

9 Evaluations



COMPANY RANK YTD

10/43



THIS SCORE VS COMPANY YTD



80%

This Evaluation



91%

YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	80%	91%	-11%
Greeting	89%	89%	+0%
Technicians	71%	71%	+0%
Store Appearance	86%	86%	+0%
Maintenance Review	83%	100%	-17%
Service	100%	100%	+0%
Closing	50%	100%	-50%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		2/28/2017
2. Day:		Tuesday
3. Time In:		12:41 PM
4. Time Out:		1:59 PM
5. Total mileage on your car (odometer reading):		165232
6. # of cars waiting outside bay to be serviced:		1
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$46.05
Total Amount Spent:		\$46.05

GREETING 89% (8/9)

1. How long before you were greeted?		00:40 min:sec
2. Was this an appropriate amount of time?	2/2	Yes
3. Was the greeting warm and friendly?	2/2	Yes
4. Was the greeter at eye level with you? (i.e., bending over to your level while you were seated)	2/2	Yes
5. What was the greeting?		Hi. What can I do for you?
6. Were you asked what services you required?	2/2	Yes
7. Did an employee put a floor mat and seat cover in your vehicle before it went in to be serviced?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		30:00 min:sec

GREETING COMMENTS: PLEASE COMMENT ON THE GREETING. ADDRESS NOTEWORTHY INFORMATION NOT MENTIONED ABOVE, ELABORATE ON ISSUES ADDRESSED ABOVE AND EXPLAIN ANY NO ANSWERS. (100-CHARACTER MINIMUM)

Chelsy came out of the office when she saw me waiting in front of the garage. She had a big smile, and very uplifting attitude. I was asked which services I wanted. A mat or cover were not placed in my vehicle. I was quoted a 30 minute time frame.

TECHNICIANS 71% (5/7)

Technician Name:		Eugene
...Gender		Male
...Age		21-30
...Height		5 ft 6 in
...Hair Color		Black
...Other distinguishing characteristics		
1. Was the technician in uniform?	1/1	Yes
2. Was the technician's appearance presentable?	2/2	Yes
3. How long did you wait to be serviced? (Time from when you were greeted to the time the vehicle was done.)		78:00
4. Was this time within the original quoted time frame?	0/2	No
5. Was the technician polite and friendly?	2/2	Yes

TECHNICIAN COMMENTS: PLEASE COMMENT ON THE TECHNICIANS. ADDRESS NOTEWORTHY INFORMATION NOT MENTIONED ABOVE, ELABORATE ON ISSUES ADDRESSED ABOVE AND EXPLAIN ANY NO ANSWERS. (100-CHARACTER MINIMUM)

Eugene was dressed in a dark blue uniform and wore the same color cap. He had short well trimmed hair. He was nice, but not overly friendly or personable. At 1:25 pm, since it was past the 30 minutes that was quoted me, I asked what the delay was. Chelsey said they didn't have an oil filter and ordered one from an auto parts dealer about a mile away; the part was on its way. At 1:48, the car was still not done, so I asked again, and was told they still didn't get the part, so they called the dealer; it was on it's way. At 1:53, the part arrived.

STORE APPEARANCE 86% (18/21)

1. How was the overall curb appeal?	2/2	Excellent
2. Was the landscaping well maintained?	2/2	Yes
3. Were both indoor and outdoor signage appropriate and presentable?	2/2	Yes
4. What was the condition of the cashier area?	2/2	Excellent
5. If you visited the waiting area, what was the condition of the waiting area?	1/2	Acceptable
...Was coffee available? (N/A if you stay in your car/or if it isn't available.)		Yes
...Was reading material current and easily accessible? (N/A if you stayed in your car.)	1/1	Yes
6. What was the condition of the restroom?	2/2	Excellent
7. Were there paper supplies available in the restroom?	2/2	Yes
8. Did ample lighting exist?	2/2	Yes
9. Were all windows clean?	0/2	No
10. Were menuboard maintained and easy to read?	2/2	Yes

STORE APPEARANCE COMMENTS: PLEASE COMMENT OF THE APPEARANCE OF THE STORE. ADDRESS NOTEWORTHY INFORMATION NOT MENTIONED ABOVE, ELABORATE ON ISSUES ADDRESSED ABOVE AND EXPLAIN ANY NO ANSWERS. RATINGS MARKED LESS THAN EXCELLENT MUST BE SUBSTANTIATED. (50 CHARACTER MINIMUM)

The waiting room was very clean. The windows had the tint rippling and several tears in it. The magazines were dated 2017. There was a poster peeling off and the paint came off with it. The ventilation fan, in the ceiling of the restroom, had some ceiling tiles missing from around it. However, it was otherwise clean.

MAINTENANCE REVIEW PRESENTATION 83% (10/12)

1. Was the technician at eye level with you while doing the presentation?	2/2	Yes
2. Did the technician, cashier or any other employee take the time with you to go over everything they had already checked on your vehicle? (This includes showing and pointing out items on a Service Checklist, invoice, etc)	0/2	No
3. Did the technician answer any questions you had? (Be sure to ask at least one question.)	2/2	Yes
4. If yes, were your questions answered so you understood each product or service?	2/2	Yes
5. Did the technician, cashier or any other employee go over other preventive maintenance items that are due by mileage?	2/2	Yes
6. Did the technician, cashier or any other employee offer you any additional services?		Yes
7. If yes, check off the services that the technician offered.		Transmission Service Other
8. At any time, did you feel pressure to purchase anything?	2/2	No

MAINTENANCE REVIEW PRESENTATION COMMENTS: PLEASE COMMENT ON THE PRESENTATION. ADDRESS NOTEWORTHY INFORMATION NOT MENTIONED ABOVE, ELABORATE ON ISSUES ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. RATINGS MARKED LESS THAN EXCELLENT MUST BE SUBSTANTIATED. (100-CHARACTER MINIMUM)

Chelsey came in at 1:10, and asked if I wanted to have a transmission flush or power steering job added to my oil change because they were due. At 1:29, I went out and spoke to Eugene, who was working on my car, and asked him why my tire hubcaps and rims were black, and if it was from an oil leak. He looked at it and told me it was brake disk powder. During the whole procedure, no one went over what was done, including Chelsey who cashed me out at the end.

SERVICE 100% (9/9)

1. Were the required fluids checked?	1/1	Yes
2. Was your windshield washed?	1/1	Yes
3. Was your vehicle vacuumed?	1/1	Yes
4. Was the tire pressure checked?	2/2	Yes
5. Did the technicians leave your car free of fingerprints, dirt, and grime?	2/2	Yes
6. Were all other employees being productive while your car was being serviced?	2/2	Yes

SERVICE COMMENTS: PLEASE COMMENT ON THE SERVICE. ADDRESS NOTEWORTHY INFORMATION NOT MENTIONED ABOVE, ELABORATE ON ISSUES ADDRESSES ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)

Technician were working on vehicles the whole time. The register position was being taken care of by Chelsey and Christine, who were also going in and out to the service area. Technicians were driving vehicles to the front of the building to deliver them to customers. The whole time that I was there, I saw no one idle. The fluids and tire pressure were checked.

CLOSING 50% (6/12)

Cashier/Employee at Closing Name:	Chelsey
...Gender	Female
...Age	21-30
...Height	5 ft 4 in
...Hair Color:	Brown
...Other distinguishing characteristics	

1. Was the service explained professionally at ring out?	0/2	No
2. Were you reminded that the computer tracks the service history on your vehicle?	0/2	No
3. Did the cashier remind you of a free top off policy?		No
4. Were you reminded when to come back?	0/2	No
5. Were you provided with a receipt?	2/2	Yes
6. Was there a new reminder sticker on your windshield?	2/2	Yes
7. Were you thanked by name and asked to come back again?	2/2	Yes
8. As you were walking out to your car after the service or driving out of the bay, did other employees in the shop thank you?		Yes

CLOSING COMMENTS: PLEASE COMMENT ON THE CLOSING. ADDRESS NOTEWORTHY INFORMATION NOT MENTIONED ABOVE, ELABORATE ON ISSUES ADDRESSED ABOVE AND EXPLAIN ANY NO ANSWERS. (50 CHARACTER MINIMUM)

During the check out, Chelsey knew that it took over an hour past the time she quoted me, and because of all my inquiries about the delay, she was very apologetic about the time. She did not go over any of the services that were done, tell me about the computer check, mention the top off policy or when I needed to do the next change. She gave me the receipt, apologized for the delay, and thanked me. While I walked to my car, Adam apologized for my wait and thanked me.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	Yes
2. Based on service levels, did you enjoy your experience and would you come back?	Yes
3. How would you rate the value of the service for the price paid?	Acceptable
4. Please rate your overall experience:	7
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

If the location stocked all the parts they needed for an oil change, then they wouldn't need to have to order a part when the customer is there. Someone should have informed me of the problem, as I had to go out and check myself twice.