



EVALUATION # 2855284

03-31-2017
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

100%
70/70 points

LOCATION AVG YTD

94%
9 Evaluations

COMPANY RANK YTD

10/43

THIS SCORE VS COMPANY YTD

100%
This Evaluation **91%**
YTD Average

SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|-----------------------|-----------------|-----------------|--------|
| Overall | 100% | 80% | +20% |
| Greeting | 100% | 89% | +11% |
| Technicians | 100% | 71% | +29% |
| Store Appearance | 100% | 86% | +14% |
| Maintenance Review... | 100% | 83% | +17% |
| Service | 100% | 100% | -- +0% |
| Closing | 100% | 50% | +50% |

| QUESTION | SCORE | ANSWER |
|---|-------|----------|
| Oil Change | | Yes |
| Car Wash | | No |
| 1. Shop date: | | 5/1/2017 |
| 2. Day: | | Monday |
| 3. Time In: | | 5:25 PM |
| 4. Time Out: | | 6:15 PM |
| 5. Total mileage on your car (odometer reading): | | 112628 |
| 6. # of cars waiting outside bay to be serviced: | | 3 |
| 7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE): | | \$48.16 |
| Total Amount Spent: | | \$48.16 |

GREETING 100% (9/9)

| | | |
|---|-----|-------------------------------|
| 1. How long before you were greeted? | | 00:05 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. How can I help you today? |
| 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? | 1/1 | Yes |
| 8. Were you quoted a time for how long the service would be? | | Yes |
| ...If yes, how long were you quoted? | | 45:00 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)

I was greeted in a friendly manner, within five seconds, after pulling into to the driveway. The employee said, "Hi. How can I help you today?" I told her I was interested in having my oil changed. She asked if I had come to this location before and looked up my information in the computer. She returned promptly and informed me she found my information in the computer. She asked if I was interested in the same service. I told her I was.

TECHNICIANS 100% (7/7)

| | | |
|--|-----|-----------|
| Technician Name: | | Justine |
| ...Gender | | Female |
| ...Age | | 31-40 |
| ...Height | | 5 ft 4 in |
| ...Hair Color | | Brown |
| ...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.) | | 45:00 |
| 4. Was this time within the original quoted time frame? | 2/2 | Yes |
| 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)

The technician was neat in appearance and in uniform. She was very friendly and professional. The quoted service time was accurate.

STORE APPEARANCE 100% (21/21)

| | | |
|---|-----|-----------|
| 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? | 2/2 | Excellent |
| ...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? | 2/2 | Yes |
| 10. Were menuboards 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 area was comfortable, clean and had a variety of magazines to read. Coffee and condiments were offered. The bathroom was clean and filled with paper supplies. The chairs were comfortable and a mounted TV was available for the customers to view.

MAINTENANCE REVIEW PRESENTATION 100% (12/12)

| | | |
|---|-----|-------|
| 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) | 2/2 | Yes |
| 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. | | 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)

The technician reviewed all the items on the service checklist and advised of everything they had checked on my vehicle. She was able to answer my technical question in a way that was easy for me to understand. She mentioned the valve cover gasket leak, oil pan leak, injector cleaner service, and the power steering service. The technician also reviewed the estimated costs of each item.

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 ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)

The technician confirmed the required fluids were all checked and filled as needed. The windshield was cleaned, the tire pressure was checked, and the car was vacuumed. All technicians were productive and working on vehicles during my visit.

CLOSING 100% (12/12)

| | |
|---|-----------|
| Cashier/Employee at Closing Name: | Justine |
| ...Gender | Female |
| ...Age | 31-40 |
| ...Height | 5 ft 4 in |
| ...Hair Color: | Brown |
| ...Other distinguishing characteristics | |

| | | |
|--|-----|-----|
| 1. Was the service explained professionally at ring out? | 2/2 | Yes |
| 2. Were you reminded that the computer tracks the service history on your vehicle? | 2/2 | Yes |
| 3. Did the cashier remind you of a free top off policy? | | Yes |
| 4. Were you reminded when to come back? | 2/2 | Yes |
| 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)

The cashier was very friendly, courteous and thorough in letting me know when to come back. She informed me there was a reminder sticker on the windshield. She also advised me of the free top off policy within 3,000 miles and thanked me by name.

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: | 9 |
| 5. Could anything have been done to make your experience better? | No |

...IF YES, PLEASE EXPLAIN:

All employees were warm and friendly and greeted me when I arrived and left. The technician was very courteous and professional when I declined any additional services.