



### YOUR SCORE

**84%**  
58/69 points



### LOCATION AVG YTD

**94%**  
9 Evaluations



### EVALUATION # 2855125

04-30-2017

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**

### COMPANY RANK YTD

**10/43**



### THIS SCORE VS COMPANY YTD



**84%**  
This Evaluation



**91%**  
YTD Average

### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	84%	100%	-16%
Greeting	100%	100%	-- +0%
Technicians	100%	100%	-- +0%
Store Appearance	95%	100%	-5%
Maintenance Review...	67%	100%	-33%
Service	100%	100%	-- +0%
Closing	50%	100%	-50%

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

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		5/3/2017
2. Day:		Wednesday
3. Time In:		10:24 AM
4. Time Out:		11:29 AM
5. Total mileage on your car (odometer reading):		128435
6. # of cars waiting outside bay to be serviced:		5
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$75.58

**GREETING 100% (8/8)**

1. How long before you were greeted?		00:35 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.
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?	0/0	N/A
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		60:00 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)**

An employee came to the car,. She did not introduce herself. She said, "Hi." She asked what service I wanted. She told me to where to move my car. She came to the car a second time, stated what oil was used in the past and asked if I wanted it again. A mat and cover were not placed in my vehicle. I was quoted about an hour for the service.

**TECHNICIANS 100% (7/7)**

Technician Name:		Unknown
...Gender		Female
...Age		21-30
...Height		5 ft 2 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.)		62:00
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 employee was in uniform and had a neat appearance. She was friendly and polite. I was told the service would take about an hour.

**STORE APPEARANCE 95% (20/21)**

1. How was the overall curb appeal?	1/2	Acceptable
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 location was clean and neat. The restroom was functional and clean. There was a small selection of current magazines and free coffee for patrons. The counter was free from clutter and wiped clean. There was no landscaping to speak of.

**MAINTENANCE REVIEW PRESENTATION 67% (8/12)**

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?	0/2	No
6. Did the technician, cashier or any other employee offer you any additional services?		No
7. If yes, check off the services that the technician offered.		
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)**

I was told three things that were wrong with the vehicle, including leaks, a cracked mirror and a lamp remaining on. I was not offered additional services, however. The services completed were not mentioned. Mileage and maintenance recommendations were not mentioned.

**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)**

My car was vacuumed and the tire pressure was checked. Fluids were checked. The windshield was cleaned. The only employee I saw was the cashier and she was working productively.

### CLOSING 50% (6/12)

Cashier/Employee at Closing Name:	Unknown
...Gender	Female
...Age	21-30
...Height	5 ft 2 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?	2/2	Yes
3. Did the cashier remind you of a free top off policy?		Yes
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?	0/2	No
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?		No

**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)**

I was only told how much oil was used and the price, plus the things that were wrong. The services were not explained. I was told about the top off policy. I was thanked, but not by name. I was not asked to return in the future. No employees were visible when I was departing. A sticker was on the windshield of the car, as the cashier had stated it would be.

### OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	N/A
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:**

They seemed both busy and short staffed. There was no one present at the counter except when cashing people out. Covering some of the required things as well as having a staff in the waiting area would have improved the experience.