



### YOUR SCORE

**96%**  
66/69 points



### LOCATION AVG YTD

**94%**  
9 Evaluations



### EVALUATION # 2952142

07-31-2017

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**

### COMPANY RANK YTD

**10/43**



### THIS SCORE VS COMPANY YTD



**96%**  
This Evaluation



**91%**  
YTD Average

### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 96%	✓ 99%	▼ -3%
Greeting	✓ 100%	● 89%	▲ +11%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 95%	✓ 100%	▼ -5%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	● 83%	✓ 100%	▼ -17%

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>		9/1/2017
2. Day:		Friday
3. Time In:		12:33 PM
4. Time Out:		1:34 PM
5. Total mileage on your car (odometer reading):		120389
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):		\$45.99
Total Amount Spent:		\$45.99

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

1. How long before you were greeted?		01:11 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?		How may I help 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?	0/0	N/A
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		45:30 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 by Christina. She asked, "How may I help you?" I mentioned I needed an oil change. She used her tablet to gather my information. After she took all of information she mentioned that it would take roughly forty-five minutes to an hour for the oil change. The time it took to greet me was appropriate and the greeting was friendly.

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

Technician Name:		Christina
...Gender		Female
...Age		21-30
...Height		5 ft 5 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.)		30:11
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 in uniform and the appearance was presentable. The time to be service for the car was thirty minutes and eleven seconds. The technician was polite and friendly.

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

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?	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 overall curb appeal and the landscaping was great and it was being maintained. The indoor and outdoor signage was working properly. The cashier area was clean and presentable. The waiting area, for the most part, was very clean and very well organized, except the doors had smudges on them, there was dust on top of the soda machines and the air-condition was unplugged. The coffee station was very clean and well supplied. The restroom was very clean and had ample soap, and hand towels. There was ample lighting. All of menu-boards were being maintained and were easy to read.

**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.		Tire Rotation Air Filter in cab Cooling System Service Transmission Service
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 was at eye level with me throughout the conversation. There were several services based on car's mileage and manufacturer's recommendation that were discussed: transmission flush, radiator flush, tire rotation, and coolant flush. I was shown the condition of the air-filter. I did not feel any pressure to purchase anything.

**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)**

All of required fluids were checked, the windshield was washed and the car was vacuumed. The tire pressure was brought up to thirty-three psi as recommended by the manufacturer. The technician left the car free of fingerprints, dirt and grime. All of the employees were being productive while the car was being serviced.

**CLOSING 83% (10/12)**

Cashier/Employee at Closing Name:		Eric
...Gender		Male
...Age		21-30
...Height		5 ft 6 in
...Hair Color:		Black
...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?	0/2	No
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 rang me out professionally and explained to me all of the services that were done to the car. All of essential fluids had been topped and tire pressured was brought up to thirty-three psi as per manufacturer's guidelines. I was reminded to come back and that a reminder sticker for the next oil change was on the driver's side. I was not told that the computer tracked car history, but I was told about the top off policy. I was provided with a receipt and I was told that car was parked in the front. I was thanked as I was leaving the shop.

**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?	Excellent
4. Please rate your overall experience:	10/Excellent
5. Could anything have been done to make your experience better?	No

**...IF YES, PLEASE EXPLAIN:**

When the phone rang it was picked up in one ring. Based level of service I would come back to this station. It was an excellent value for the price I paid for the service.