



YOUR SCORE

100%
70/70 points



LOCATION AVG YTD

94%
9 Evaluations



EVALUATION # 2984908

09-26-2017

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



100%
This Evaluation



91%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 100%	✓ 100%	-- +0%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Review...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

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
1. Shop date:		9/25/2017
2. Day:		Monday
3. Time In:		10:45 AM
4. Time Out:		11:20 AM
5. Total mileage on your car (odometer reading):		108630
6. # of cars waiting outside bay to be serviced:		4
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$43.97

REETING 100% (9/9)

1. How long before you were greeted?		01:10 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?		Hello. What can we 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?	1/1	Yes
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		35:00 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)

As I approached the service lines I could see three vehicles in three different bays being serviced with one vehicle on the outside, waiting. The waiting vehicle was being greeted and their information gathered by a Service Technician. Once the service technician finished with the waiting customer she immediately came to my window, made great eye contact, smiled and asked what she could do for me today. I told her that I needed an oil change and she began asking me questions while putting the answers into her tablet. We discussed the type of oil I would like and she had all the information I needed to make a decision. When finished inputting all the data she collected from me, she pointed out that there was a vehicle in the stall ahead of me, I could expect about a 35 minute wait and she asked if that was all right. I told her that it was and she pointed me in the direction of the waiting room and thanked me for stopping by.

TECHNICIANS 100% (7/7)

Technician Name:		Christine
...Gender		Female
...Age		21-30
...Height		5 ft 4 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.)		35:00
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)

Christine was the only Service Technician/Cashier/Employee who I had the pleasure of working with. She was well groomed and presented a professional appearance. Her mannerisms were polite and professional.

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 general appearance of the entire site was very good. Landscaping was excellent, pumps were clean and working, all signage appeared to be working and the grounds were clean and well maintained. The store was very clean and all the snacks and vehicle fluids on display appeared clean, well organized and fully stocked. The waiting room, although very small, was also clean, had coffee, reading material, a working TV and comfortable chairs. The restroom was very clean, fully stocked and free from debris and bad odors.

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)

Christine came over to where I was sitting in the waiting room to explain what had been found on my vehicle and their recommendations. Based on the vehicle's mileage they recommended a Automatic Transmission Service and a Fuel System Cleaning. They also recommended a new Air Filter to replace the one in the vehicle that appeared "dusty". She explained the cost of each and then offered a "Mini Pack" with a reduced price. I passed on these recommendations.

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)

As my vehicle was out of my sight during the servicing I can only "assume" that the services above were performed and, according to Christine during the checkout, all services were performed and fluids checked. I could actually see that the windshield had been washed, the floors vacuumed and no fingerprints were left behind on my vehicle. It also appeared, from what I could see through the window connecting the Waiting Room to the Service Bays that all employees were productive. It also seemed that they may had been short of employees today as Christine was constantly outside working with customers wanting service, but not manning the cash register to take care of the store or gas pump customers. Those customers needed to wait until she returned.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Christine
...Gender	Female
...Age	21-30
...Height	5 ft 4 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?	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?		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)

Christine was very professional during checkout. Using the computer screen she went through all the services that were performed on my vehicle and she reminded me that the computer tracks the history of the vehicle which helps them determine what is needed based on mileage. She also asked if I knew about the free top-off policy and I told her that I did. She mentioned that a sticker had been placed on my driver's side windshield to remind me of the next service would be due. I asked about any discounts allowed and she asked for my military ID card. She applied the discount, ran my payment and handed me a copy of the receipt along with the computer printout of what had been done today and what their recommendations were for additional service. Christine did not thank me by name and no other employee was seen to say "thank you" or "goodbye" as I walked out to my vehicle which was parked in front of the station.

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: