



YOUR SCORE

90%
61/68 points



LOCATION AVG YTD

95%
9 Evaluations



EVALUATION # 2837664

02-28-2017

Survey: General
078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502
District: 0785
Region: Western

078502: 078502: YTD

Location **95%**
Company **91%**
Your Rank **6/43**
Your Percentile **88th**

COMPANY RANK YTD

6/43



THIS SCORE VS COMPANY YTD



90%
This Evaluation



91%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 90%	✓ 93%	▼ -3%
Greeting	○ 89%	○ 89%	-- +0%
Technicians	✓ 100%	○ 71%	▲ +29%
Store Appearance	○ 71%	✓ 90%	▼ -19%
Maintenance Review	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

Location avg (9) 95%
District avg (53) 94%
Region avg (72) 93%
Company avg (325) 91%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		4/5/2017
2. Day:		Wednesday
3. Time In:		11:40 AM
4. Time Out:		12:26 AM
5. Total mileage on your car (odometer reading):		62992
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):		\$54.43
Total Amount Spent:		\$54.43

GREETING 89% (8/9)

1. How long before you were greeted?		02:12 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. How can we 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?	0/1	No
8. Were you quoted a time for how long the service would be?		No
...If yes, how long were you quoted?		

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)

Upon arriving, three vehicles were ahead of me. The associate came to my vehicle, smiled, gave direct eye contact, greeted me kindly and asked how they could help me. I explained I was there for an oil change. The associate pulled up my account on a tablet, asked me for my odometer reading and asked me to wait inside the lobby. I waited a few seconds to see if I would be given an estimate on how long it would take but the associate walked away. No mat or seat cover were put in my car. When my vehicle was pulled in to be serviced, I checked again to see if there was a seat cover or floor mat.

TECHNICIANS 100% (5/5)

Technician Name:		Rasela
...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.)		44:38
4. Was this time within the original quoted time frame?	0/0	N/A
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 very polite and friendly. She was in uniform, with a neat appearance. The service took about 45 minutes.

STORE APPEARANCE 71% (15/21)

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.)		N/A
...Was reading material current and easily accessible? (N/A if you stayed in your car.)	0/1	No
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 menuboards maintained and easy to read?	0/2	No

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 appearance was clean. There was no trash in the exterior waiting area and the trash can was empty. The interior area was clean, with the exception of the windows, overlooking the service bay, which had hand prints and smudges. There was no area for coffee or any beverages. I also didn't see any reading material for customers anywhere. The facility didn't have any menu boards, but it did have two television monitors. The restroom was very clean and was fully stocked with supplies.

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 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 gave a thorough maintenance review presentation. I was shown a list of various recommended services. This included a radiator service, fuel injector service, and power steering service. I asked the technician the benefit of getting the fuel injector service. I was given a thorough and easy to understand answer. At no time did I feel pressured 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)

I saw my vehicle receiving the required fluids through the bay window located in the interior lounge. My window was cleaned and the interior was vacuumed. The cashier said the tire pressure was checked. When I received my vehicle, there was no dirt, grime, or fingerprints left by anyone. All the associates were very busy working on vehicles and speaking to customers.

CLOSING 100% (12/12)

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

I was given a thorough rundown of every service performed on my vehicle. As my transaction was being processed, I was told about the free top off policy and the computer kept track of all services performed on my vehicle. After the associate completed my transaction, I was given a receipt and told a sticker was put on my windshield so I would know when to come back. I was also shown my next recommended service was on the transaction printout. The cashier gave me the receipt, the transaction printout showing all of the services provided, and the service review paperwork. I was thanked by name and was encouraged to come back. I did not encounter any other associates as I left. As I walked to my car, the associates were busy in the bay, working on cars.

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:	10/Excellent
5. Could anything have been done to make your experience better?	No

...IF YES, PLEASE EXPLAIN: