



### YOUR SCORE

**96%**  
67/70 points



### LOCATION AVG YTD

**95%**  
9 Evaluations



### EVALUATION # 2884896

05-31-2017

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**

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

### COMPANY RANK YTD

**6/43**



### THIS SCORE VS COMPANY YTD



**96%**  
This Evaluation



**91%**  
YTD Average

### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 96%	✓ 99%	▼ -3%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	○ 71%	✓ 100%	▼ -29%
Store Appearance	✓ 95%	✓ 95%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		6/10/2017
2. Day:		Saturday
3. Time In:		12:00 PM
4. Time Out:		2:28 PM
5. Total mileage on your car (odometer reading):		46951
6. # of cars waiting outside bay to be serviced:		12
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$48.00
Total Amount Spent:		\$75.37

**GREETING 100% (9/9)**

1. How long before you were greeted?		05:20 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. Welcome. What service are you looking for 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?		120:00 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 pulled up to the location, the greeter was engaged with the vehicle in front of me. As the greeter finished with the vehicle in front of me, she motioned for me to back up as the vehicle was leaving the line. She greeted me where I parked to let the vehicle leave. She opened, saying, "Hi. Welcome. What services are you looking for today?" I responded I wanted a basic oil change and she quoted me a wait time of two hours.

**TECHNICIANS 71% (5/7)**

Technician Name:		Eli
...Gender		Male
...Age		21-30
...Height		5 ft 9 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.)		148:00
4. Was this time within the original quoted time frame?	0/2	No
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 professional. The technician wore a blue uniform, with a black hat. He was very personable and greeted me with a smile. I was quoted an hour for the service, but it took an extra 18 minutes.

**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?	2/2	Excellent
...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.)	1/1	Yes
6. What was the condition of the restroom?	1/2	Acceptable
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 grass was fresh cut and there were no signs of trash or debris outside. The benches were clean. The reading material was neatly arranged, with a decent variety of magazines. A television was playing but the volume was kept low. The toilet paper was running a little low with no backup supplies in sight and the trash can was almost overflowing. The floor was clean, free of paper towels and was dry. Soap was half full. The windows were free of fingerprints. The menu boards were printed in colorful detail and large font.

**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.		Air Filter in cab 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 came into the area and called out my name. He asked if I wanted to change the air filter since it should be changed every 30,000 miles. He asked if I wanted to take a look and walked me into the maintenance bay area. I suggested we change the filter and he said he could swap it out for \$29.99 to which I agreed. He also explained the rest of the service maintenance areas, such as power steering. He said he didn't rotate the tires because they were worn and needed to be replaced. After he finished he told me it would be another 10 to 12 minutes and then the car would be ready. I did not 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)**

My car was clean. I was also informed that my tire pressure was checked. I saw all employees fully engaged in doing something and none were standing around looking idle.

**CLOSING 100% (12/12)**

Cashier/Employee at Closing Name:	Joelene
...Gender	Female
...Age	31-40
...Height	5 ft 8 in
...Hair Color:	Red
...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)**

The cashier told me I needed new tires. When it came time to pay, she placed my car key on the counter and asked if she could go through the service invoice with me. She outlined all the services rendered on the invoice and also told me my history transferred to all the locations. She told me that there was a sticker in my car and that would also remind me of when to return. As I left, I did not encounter any other employees since my car was parked out in the parking lot.

## 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:	9
5. Could anything have been done to make your experience better?	Yes

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

The service was excellent. The employees professionalism and attitude was also top performance. My only hesitation in returning is the wait time. There is a lot of demand and not enough bays to accommodate which would be the reason why I might go to a different location in the future.