



### YOUR SCORE

**90%**  
60/67 points



### LOCATION AVG YTD

**95%**  
9 Evaluations



### EVALUATION # 2980576

08-30-2017

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%	✓ 100%	▼ -10%
Greeting	● 50%	✓ 100%	▼ -50%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 95%	✓ 100%	▼ -5%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	● 78%	✓ 100%	▼ -22%
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
<b>1. Shop date:</b>		9/16/2017
2. Day:		Saturday
3. Time In:		2:36 PM
4. Time Out:		3:15 PM
5. Total mileage on your car (odometer reading):		175205
6. # of cars waiting outside bay to be serviced:		2
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$42.92
Total Amount Spent:		\$42.92

**GREETING 50% (4/8)**

1. How long before you were greeted?		00:15 min:sec
2. Was this an appropriate amount of time?	2/2	Yes
3. Was the greeting warm and friendly?	0/2	No
4. Was the greeter at eye level with you? (i.e., bending over to your level while you were seated)	0/2	No
5. What was the greeting?		Hi. Welcome.
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?		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)**

The employee approached the vehicle and stood by my door. She was not eye level. She talked fast, did not smile, and I had to ask her to repeat herself a couple of times as I could not understand what she said. She asked what service I needed, but did not tell me how long it might take. I could not see if they had placed a floor mat or seat cover from my vantage point in the waiting room.

**TECHNICIANS 100% (5/5)**

Technician Name:		Rosela
...Gender		Female
...Age		31-40
...Height		5 ft 6 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.)		25:00
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 friendly. She had a nice smile and addressed me by name. She was dressed neatly. The service took 25 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 exterior and landscaping were well maintained. There was no trash. Signage, both inside and out, was nice and in excellent condition. The cashier's area was clean and neat. The waiting area was clean and kept cool with working air conditioning. There was no coffee available. Reading material was available and current. The restroom was clean and well stocked. There was a slightly foul odor present. Otherwise, it was in very good condition. All windows were clean and menuboards were well maintained. A TV was available and playing some in-store channel.

**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.		Cooling System 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)**

When presented with the suggested preventative maintenance work, the technician went over the suggested items with me. There was no pressure to get anything done. She also answered a couple of questions I asked regarding maintenance issues. She suggested cooling system flush and fuel injector cleaning.

## SERVICE 78% (7/9)

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?	0/2	No

**SERVICE COMMENTS: PLEASE COMMENT ON THE SERVICE. ADDRESS NOTEWORTHY INFORMATION NOT MENTIONED ABOVE, ELABORATE ON ISSUES ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)**

Fluids were checked and the windshield was washed. The interior was vacuumed. They checked the tire pressure, as well. I did not find any fingerprints left by any of the maintenance staff. While my car was being serviced, two employees were standing around, laughing, and talking. There were cars in the bay so I'm not sure if they were waiting for something to happen before going back to work.

## CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Rosela
...Gender	Female
...Age	31-40
...Height	5 ft 6 in
...Hair Color:	Brown

...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 went through all the services that were done. She did mention the computer tracking of service history and their top off policy. She mentioned when to come back and there was a reminder sticker on the windshield. She processed my charge, with no issues. She handed me my card and receipt back to me, then thanked me by name. When I left, no one said anything to me.

## 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:	8
5. Could anything have been done to make your experience better?	Yes

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

The greeting employee could have been nicer. She gave me no smile and made me feel like I should take my business elsewhere the next time. She set the tone for the visit. Thankfully, I received better service from others after.