



YOUR SCORE

91%
62/68 points



LOCATION AVG YTD

95%
9 Evaluations



EVALUATION # 2987722

09-29-2017

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



91%
This Evaluation



91%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 91%	✓ 90%	▲ +1%
Greeting	✓ 100%	● 50%	▲ +50%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 95%	▲ +5%
Maintenance Review...	● 50%	✓ 100%	▼ -50%
Service	✓ 100%	● 78%	▲ +22%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		9/28/2017
2. Day:		Thursday
3. Time In:		2:16 PM
4. Time Out:		2:52 PM
5. Total mileage on your car (odometer reading):		301702
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):		\$45.99
Total Amount Spent:		\$48.16

GREETING 100% (9/9)

1. How long before you were greeted?		00:30 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 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?	1/1	Yes
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 technician approached the car and was already pulling up the information from the license plate on her tablet. She greeted me with, "How can we help you today?" and I answered that I wanted an oil change and service. I was not quoted a finish time for the service on my vehicle.

TECHNICIANS 100% (5/5)

Technician Name:		Crystal
...Gender		Female
...Age		21-30
...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.)		36:00
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)

Crystal was very friendly and polite, looked very presentable in her uniform and had her name tag on and easily visible. She was very professional in taking the information for my car. No time frame was given for my car to be finished.

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.)		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?	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)

All areas of this location, including the outside waiting area, the inside waiting area and the restroom were in very good condition and clean. The bathroom was very clean with not only paper goods but disinfectant spray were available. Windows and menu boards were clean, and there was ample reading material as well as a TV. I did not see a coffee machine.

MAINTENANCE REVIEW PRESENTATION 50% (6/12)

1. Was the technician at eye level with you while doing the presentation?	0/2	No
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)	0/2	No
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?	0/2	No
6. Did the technician, cashier or any other employee offer you any additional services?		No
7. If yes, check off the services that the technician offered.		
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)

I was not given a maintenance review while the car was being worked on. No one came out and approached me and went over any other services or issues with my car. No one went over anything that had been done. I did ask a question before the closing. I asked Crystal if there was anything I could do to continue to maintain a car with 300,000 miles on it. She said I should keep doing what I was doing because the car was in very good shape with that mileage. I felt no pressure to purchase anything more.

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)

While the car was in service I observed all the technicians working on the cars before mine and the ones that came in afterward. When I got my car it was clean, there were no fingerprints and I had seen it being vacuumed while in the service bay.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Crystal
...Gender	Female
...Age	21-30
...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)

During the closing, Crystal went over all the services that had been performed on my car. She reminded me when to come back, and also mentioned the top off policy in between service calls. I had observed the tech place a new sticker was on the window and I was thanked and asked to come back when I left. No other techs thanked me, but they were all in the service bay.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	N/A
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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:

This was a pleasant location to wait for the car. The employees were friendly and the service was quick.