



### YOUR SCORE

**96%**  
67/70 points



### LOCATION AVG YTD

**96%**  
8 Evaluations



### EVALUATION # 2837324

03-31-2017

Survey: General  
078506

078506

826 Kamehameha Hwy  
Flagship FastLube - Pearl City  
Pearl City HI 96782 US

Location: 078506  
District: 0785  
Region: Western

### 078506: 078506: YTD

Location **96%**  
Company **91%**  
Your Rank **3/43**  
Your Percentile **95th**

Location avg (8) 96%  
District avg (53) 94%  
Region avg (72) 93%  
Company avg (325) 91%

### COMPANY RANK YTD

**3/43**



### THIS SCORE VS COMPANY YTD



**96%**  
This Evaluation



**91%**  
YTD Average

### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 96%	✓ 97%	▼ -1%
Greeting	● 89%	✓ 100%	▼ -11%
Technicians	✓ 100%	● 71%	▲ +29%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	● 83%	✓ 100%	▼ -17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		4/5/2017
2. Day:		Wednesday
3. Time In:		10:34 AM
4. Time Out:		11:03 AM
5. Total mileage on your car (odometer reading):		45842
6. # of cars waiting outside bay to be serviced:		03
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$45.99

**GREETING 89% (8/9)**

1. How long before you were greeted?		01:11 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 I help 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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		45:00 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)**

Upon arrival, there were three cars in the bay. The greeting was friendly and Renee asked, "How may I help you?" She kept eye level. I was checked in with a tablet device and I was quoted thirty five minutes to forty-five minutes for an oil change.

**TECHNICIANS 100% (7/7)**

Technician Name:		Renee
...Gender		Female
...Age		21-30
...Height		5 ft 3 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.)		40:10
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)**

The technician was in uniform, with a presentable condition. My service was done in forty minutes, it was within the quoted time frame. The technician was polite and friendly.

**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 landscaping was well maintained. The cashier area was very clean and neat. Both the indoor and outdoor signs were working properly. There was reading material tucked away neatly in a rack visible to the customers. The restrooms were also very clean and neat, with ample supply of hand towels and soap. There was coffee brewed, with creamers and sugar was readily available. There was ample light available. The windows were clean. Menu boards were maintained.

**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 Cooling System Service Transmission 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)**

The technician kept eye level throughout the conversation and went over what was done to the car. The technician answered my question about the fuel injector cleaner and automatic transmission service. I was told about the service interval based on manufacturer's recommendation, such as the air filter, the fuel injector cleaner, automatic transmission service, radiator service, and power steering. I was not 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)**

All the essential fluids were checked and windshield washed. The car was vacuumed. The tire pressure was checked. The technician left the car without any fingerprints, dirt or grime. All the employees were productive while the car was being serviced.

**CLOSING 83% (10/12)**

Cashier/Employee at Closing Name:	Krystal
...Gender	Female
...Age	31-40
...Height	5 ft 2 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?	0/2	No
3. Did the cashier remind you of a free top off policy?		No
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?		Yes

**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)**

Krystal explained everything professionally. She did not mention the computer tracked the car history or the top off policy. I was told a reminder sticker has been placed on the windshield. I was thanked and I was invited back. I was thanked while leaving the premises.

**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? Yes

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

The phone was picked up in one ring when it rang.