



### YOUR SCORE

**97%**  
68/70 points



### LOCATION AVG YTD

**96%**  
9 Evaluations



### EVALUATION # 2981968

08-30-2017

Survey: General  
078505

078505

94-165 Kupuohi Street #302  
Flagship FastLube - Kunia  
Waipahu HI 96797 US

Location: 078505  
District: 0785  
Region: Western

### 078505: 078505: YTD

Location **96%**  
Company **91%**  
Your Rank **4/43**  
Your Percentile **93rd**

Location avg (9) 96%  
District avg (53) 94%  
Region avg (72) 93%  
Company avg (325) 91%

### COMPANY RANK YTD

**4/43**



### THIS SCORE VS COMPANY YTD



**97%**  
This Evaluation



**91%**  
YTD Average

### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 97%	✓ 94%	▲ +3%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	○ 71%	▲ +29%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Review...	○ 83%	✓ 100%	▼ -17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	○ 83%	▲ +17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		9/23/2017
2. Day:		Saturday
3. Time In:		8:38 AM
4. Time Out:		9:37 AM
5. Total mileage on your car (odometer reading):		51030
6. # of cars waiting outside bay to be serviced:		5
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$43.97

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

1. How long before you were greeted?		00:12 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?		"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?	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)**

The employee acknowledged my vehicle as soon as I pulled up. There were cars in all available three bays and cars parked behind them so the greeter asked me to park a few feet from the pull-in entrance. She immediately came to me with a clipboard after I moved the car.

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

Technician Name:		Joy
...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.)		55:00
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 employee was friendly and polite. She was in uniform, with a neat appearance. The service was completed within the quoted time frame.

## 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)**

The landscaping was free of debris and trash. The windows and glass door were free of fingerprints and smudges. The cashier area was neatly organized. A variety of reading material was available. The trash can was empty. Coffee was not offered. The two TVs were working properly, at a appropriate volume level. The restroom toilet paper holder was broken, but two rolls of toilet paper were available. The restroom floor did not have paper or trash visible. The soap dispenser was full. The sink area was clean.

## MAINTENANCE REVIEW PRESENTATION 83% (10/12)

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?	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)**

The cashier went over the services. When she mentioned the oil filter change and the oil change interval, I asked what was the average time a customer would bring their vehicle back in for an oil change. She replied it should be between 3,000 to 5,000 miles, but the earlier the better. She told me all my fluids were topped off and if I had any issues with low fluids between now and the next oil change I could bring the vehicle back in to get a top-off. I was not offered any other services. I was also not informed of any other preventative maintenance.

## 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 ADDRESSED 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 cleaner after the service. The technicians and cashier assisted with vacuuming and window washing. The tire pressure and fluids were checked. The employees worked productively.

### CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Cassandra
...Gender	Female
...Age	21-30
...Height	5 ft 7 in
...Hair Color:	Black
...Other distinguishing characteristics	Tattoos on left finger, forearm, chest

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?		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)**

The cashier called my name when my vehicle was ready for pick up. She went line by line through all the services. She told me to come back in 3,000 miles or three months and that there was also a sticker reminder on my windshield. As I was walking to my car, the greeter told me to have a great day and come back soon.

### 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?	No

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

The employees were cordial, engaging with customers and made me feel welcome.