



EVALUATION # 2984091

09-22-2017

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%

YOUR SCORE

100%
68/68 points

LOCATION AVG YTD

96%
9 Evaluations

COMPANY RANK YTD

4/43

THIS SCORE VS COMPANY YTD

100%
This Evaluation **91%**
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	100%	97%	+3%
Greeting	100%	100%	-- +0%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Review...	100%	83%	+17%
Service	100%	100%	-- +0%
Closing	100%	100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		9/22/2017
2. Day:		Friday
3. Time In:		9:13 AM
4. Time Out:		9:50 AM
5. Total mileage on your car (odometer reading):		247740
6. # of cars waiting outside bay to be serviced:		1
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?		00:05 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?		Welcome. What can we do for 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 employee approached my vehicle after I pulled to entrance of the service bay. She greeted me with a friendly comment, excellent eye contact, and positive energy. She inquired what service did I need and noticed, via the window sticker, I had been there before. I shared I needed an oil change and I was concerned about some leaks. She identified the service for the standard oil change would be \$45.99 and they would do a visual inspection for any possible leaks. She inquired about the mileage of the vehicle and asked me to leave the key in the ignition. As I was getting out of the vehicle, she gestured to the waiting room for my convenience. I was not quoted a time frame.

TECHNICIANS 100% (5/5)

Technician Name:		Kevin
...Gender		Male
...Age		31-40
...Height		5 ft 7 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.)		35:00
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 in the proper uniform. He was friendly and polite. I was not quoted a time. However, my vehicle was serviced in 35 minutes.

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 waiting room and the restroom were in excellent condition. The waiting room had comfortable chairs, a color TV, reading material, and the air temperature was very comfortable. The lighting was excellent and the menu board was readable. All the windows were clean and the signage professional. The restroom was clean, well stocked, and fully operational.

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.		Transmission Service 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 spoke with me about the various leaks, but he could not provide a direct source of the leak. He recommended I do address this need before doing any major fluid changes. He shared they looked at various requirements for the vehicle and provided an overall assessment for the vehicle. The cashier reviewed my invoice with me and thoroughly showed me the check list.

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)

All the employees were busy doing job related tasks. The fluids were checked, as was the tire pressure. No dirt or fingerprints were left behind in my vehicle. My vehicle was vacuumed and the windshield cleaned.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Joy	
...Gender	Female	
...Age	21-30	
...Height	5 ft 6 in	
...Hair Color:	Brown	
...Other distinguishing characteristics	Glasses	
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)

Joy called me to the cash counter and processed my checkout professionally. She processed my invoice for payment. She reminded me I could come in for a top-off, as needed. She stated I had a new sticker on the windshield, with an appropriate date for the next service. She provided me the receipt, key, and a kind parting comment.

OVERALL

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