



EVALUATION # 2867626

03-31-2017

Survey: General
078503

078503
94-1235 Ka Uka Blvd
Flagship FastLube - Waipio
Waipahu HI 96797 US

Location: 078503
District: 0785
Region: Western

078503: 078503: YTD

Location **93%**
Company **91%**
Your Rank **17/43**
Your Percentile **62nd**

Location avg (10) 93%
District avg (53) 94%
Region avg (72) 93%
Company avg (325) 91%

YOUR SCORE

94%
66/70 points

LOCATION AVG YTD

93%
10 Evaluations

COMPANY RANK YTD

17/43

THIS SCORE VS COMPANY YTD

94%
This Evaluation **91%**
YTD Average

SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|----------------------|-----------------|-----------------|--------|
| Overall | 94% | 97% | -3% |
| Greeting | 100% | 100% | -- +0% |
| Technicians | 100% | 100% | -- +0% |
| Store Appearance | 100% | 100% | -- +0% |
| Maintenance Revie... | 100% | 100% | -- +0% |
| Service | 100% | 100% | -- +0% |
| Closing | 67% | 83% | -16% |

| QUESTION | SCORE | ANSWER |
|---|-------|-----------|
| Oil Change | | Yes |
| Car Wash | | No |
| 1. Shop date: | | 5/12/2017 |
| 2. Day: | | Friday |
| 3. Time In: | | 3:20 PM |
| 4. Time Out: | | 4:52 PM |
| 5. Total mileage on your car (odometer reading): | | 46887 |
| 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): | | \$89.99 |
| Total Amount Spent: | | \$102.17 |

GREETING 100% (9/9)

| | | |
|---|-----|----------------|
| 1. How long before you were greeted? | | 02:33 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. |
| 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? | | 105:00 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)

This location was very busy when I arrived. I pulled up behind another vehicle and waited for two minutes, 33 seconds before Junella approached my car. She said, "Hi," and asked what I was in for. I told her I needed an oil change. She looked up my license number and asked if I wanted synthetic oil again. She provided the cost for the service. She told me it would be about one hour, 45 minutes wait. She then asked for my keys and verified my phone number so they can contact me in case I decided to leave.

TECHNICIANS 100% (7/7)

| | | |
|--|-----|-----------|
| Technician Name: | | Brandyn |
| ...Gender | | Male |
| ...Age | | 31-40 |
| ...Height | | 5 ft 6 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.) | | 84:15 |
| 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 very friendly. He was in uniform and had a neat appearance. The service was completed within the stated 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 waiting area was very spacious and comfortable. There were more than enough seats and reading materials were available. A television was also on. Drinks were available for purchase but complimentary, but coffee was not available. The bathroom was clean and well 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 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)

Brandyn came into the waiting area and explained my car's air filter and cabin filter were both dirty and recommended they be changed. He brought in both of the filters to show me. He also recommended fuel system cleaning and explained this should be done every 15,000 miles. Brandyn said would be just an additional 15 minutes wait if I wanted these additional services. I told Brandyn I would just do the oil change. He said that's not a problem and my car should be done in ten minutes.

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 required fluids and tire pressures were checked. All the employees were busy working or assisting customers. The windshield was washed and my vehicle was vacuumed.

CLOSING 67% (8/12)

| | |
|---|-----------|
| Cashier/Employee at Closing Name: | Junella |
| ...Gender | Female |
| ...Age | 31-40 |
| ...Height | 5 ft 5 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? | 0/2 | No |
| 3. Did the cashier remind you of a free top off policy? | | No |
| 4. Were you reminded when to come back? | 0/2 | No |
| 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)

Junella explained what was completed on my car, but she did not remind me the computer tracks the service history on my car or they had a free top off policy. She also did not remind me when to return, but did say a sticker was placed on windshield with the recommended return date. Junella thanked me after the transaction was completed. As I walked out to the service area to retrieve my car, none of the employees thanked 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? | Acceptable |
| 4. Please rate your overall experience: | 7 |
| 5. Could anything have been done to make your experience better? | Yes |

...IF YES, PLEASE EXPLAIN:

The wait time was definitely too long.