



YOUR SCORE

100%
70/70 points



LOCATION AVG YTD

93%
10 Evaluations



EVALUATION # 2870591

04-30-2017

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**

COMPANY RANK YTD

17/43



THIS SCORE VS COMPANY YTD



100%
This Evaluation



91%
YTD Average

SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|----------------------|-----------------|-----------------|--------|
| Overall | ✓ 100% | ✓ 94% | ▲ +6% |
| Greeting | ✓ 100% | ✓ 100% | -- +0% |
| Technicians | ✓ 100% | ✓ 100% | -- +0% |
| Store Appearance | ✓ 100% | ✓ 100% | -- +0% |
| Maintenance Revie... | ✓ 100% | ✓ 100% | -- +0% |
| Service | ✓ 100% | ✓ 100% | -- +0% |
| Closing | ✓ 100% | ○ 67% | ▲ +33% |

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

| QUESTION | SCORE | ANSWER |
|---|-------|-----------|
| Oil Change | | Yes |
| Car Wash | | No |
| 1. Shop date: | | 5/18/2017 |
| 2. Day: | | Thursday |
| 3. Time In: | | 3:04 PM |
| 4. Time Out: | | 3:51 PM |
| 5. Total mileage on your car (odometer reading): | | 39116 |
| 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): | | \$48.24 |
| Total Amount Spent: | | \$88.99 |

GREETING 100% (9/9)

| | | |
|---|-----|----------------------------------|
| 1. How long before you were greeted? | | 00:02 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? | | Hello. How can I 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? | | Yes |
| ...If yes, how long were you quoted? | | 30:00 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 initial greeting by the employee was quick and he was attentive as I drove up to the driveway. He quickly went to get his clipboard and greeted me in a professional manner. He gave eye contact and spoke clearly. I was quoted about 30 minutes for the service.

TECHNICIANS 100% (7/7)

| | | |
|--|-----|-----------|
| Technician Name: | | Brayden |
| ...Gender | | Male |
| ...Age | | 21-30 |
| ...Height | | 5 ft 5 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.) | | 35:30 |
| 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 spoke clearly. He was cleanly dressed in uniform and was cleanly groomed. He spoke clearly and was professional. The service was quoted at about 30 minutes and took about 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.) | | 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 location was very clean and orderly. The magazines were current. The floors were clean. Chairs were also free of stains. The bathroom had adequate supplies, including seat covers and paper towels with soap. The waiting room was brightly lit and had reading material.

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. | | 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 suggested a fuel cleaning and when I asked him if there was a problem with the car fuel and why they recommended it, he said no, it was just a recommendation based on the miles of the car. The cashier went through a list of things that were done and made preventative recommendations.

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)

The employees vacuumed my vehicle and cleaned the windows. The tire pressure and fluids were checked. The employees worked well together.

CLOSING 100% (12/12)

| | |
|---|-----------|
| Cashier/Employee at Closing Name: | Junele |
| ...Gender | Female |
| ...Age | 21-30 |
| ...Height | 5 ft 4 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)

The cashier was well groomed, in a clean uniform. She spoke clearly and professionally. The services were explained. I was given a receipt and thanked by name. I was not thanked by employees as I was leaving.

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: