



EVALUATION # 2877245

05-30-2017

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**

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

YOUR SCORE

100%
70/70 points

LOCATION AVG YTD

93%
10 Evaluations

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%	100%	-- +0%
Greeting	100%	100%	-- +0%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	100%	100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		5/31/2017
2. Day:		Wednesday
3. Time In:		12:47 PM
4. Time Out:		2:20 PM
5. Total mileage on your car (odometer reading):		92624
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:		\$236.63

GREETING 100% (9/9)

1. How long before you were greeted?		00:10 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. 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?		Yes
...If yes, how long were you quoted?		60:00 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)

When I drove into the location, there were three vehicles being serviced in bays and one waited for an open space. Within ten seconds, Kelley smiled, walked over to my vehicle and said, "Hi. What can we do for you today?" I asked for a regular oil change. Kelley confirmed and asked if there were other services I thought I might need. I said I didn't think so. She confirmed my phone number, told me it would take around an hour, and asked if that was okay.

TECHNICIANS 100% (7/7)

Technician Name:		Brandyn
...Gender		Male
...Age		21-30
...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.)		50:00
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)

Brandyn was neatly dressed in the company uniform and had his name badge easily visible. He was friendly and polite. The service took 50 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)

Both the interior and exterior of the location were very well maintained. All signs were clean and easily read. Windows were clean and free of major fingerprints and smudges. There was a minimum of leaves and other debris on the outside. The landscaping was well maintained. The waiting area was similarly well maintained, with clean floors, neatly arranged magazines, and chairs in excellent condition. The restroom was clean and well stocked. It had no water on the floor. There were ample paper supplies, hand soap, and a half-full rubbish can.

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)

Brandyn asked me over to my vehicle so he could show me the condition of the transmission fluid. He recommended changing the transmission fluid because it had started to get dirty. I asked how he knew and why the fluid should be changed. Brandyn explained the transmission fluid color started out pink, but mine had started to turn gray, which indicated it was getting contaminated. He said that not changing the fluid risked bad performance or possibly even transmission failure. His explanation convinced me to change that fluid even though it would add another 30 minutes to my wait time. Brandyn also said I could also use a power steering flush because it had been nearly 20,000 miles since my last flush. He recommended a tire rotation as part of routine maintenance. I declined these additional services. At the closing, cashier, Cassandra, showed me her computer screen and went over each of the services that was performed, including the fluids that were checked and topped off.

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 required fluids were checked, and those that were low, were topped off. My windshield was washed and free of streaks and fingerprints. My floor mats were vacuumed. Tire pressure was checked and set to 35 psi. There was no grime or dirt from the technicians in or on my vehicle. It got quite busy as I waited and all the technicians were busily working.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:		Cassandra
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color:		Brown
...Other distinguishing characteristics		Tattoos on her hands
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)

As soon as the added transmission flush service was completed, Cassandra showed me all the services that had been completed, including fluids that were checked and topped off. She noted there were two recommended services I declined and explained the computer system tracked both the recommendations and the services that were actually completed. She reminded me of their top-off policy. She said she looked forward to seeing me in three months or 3750 miles. She thanked me by name as she handed me my receipts. A reminder sticker was put onto my windshield. One of the technicians waved and thanked me for coming in.

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: