



YOUR SCORE

83%
57/69 points



LOCATION AVG YTD

93%
10 Evaluations



EVALUATION # 2882340

06-10-2017

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



83%
This Evaluation



91%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	83%	100%	-17%
Greeting	50%	100%	-50%
Technicians	71%	100%	-29%
Store Appearance	100%	100%	+0%
Maintenance Review...	83%	100%	-17%
Service	100%	100%	+0%
Closing	67%	100%	-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:		6/4/2017
2. Day:		Sunday
3. Time In:		11:45 AM
4. Time Out:		1:18 PM
5. Total mileage on your car (odometer reading):		11651
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):		\$88.99
Total Amount Spent:		\$88.99

GREETING 50% (4/8)

1. How long before you were greeted?		00:40 min:sec
2. Was this an appropriate amount of time?	2/2	Yes
3. Was the greeting warm and friendly?	0/2	No
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?	0/2	No
7. Did an employee put a floor mat and seat cover in your vehicle before it went in to be serviced?	0/0	N/A
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		45:00 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 arrived, I had to wait just over half a minute. A female service person from inside the office came out to check on me. She said, "Hi" and waited for a response from me. She did not ask what service I was there for. I told her I would like an oil change. She then went to the computer located in the bay area and returned to me advising that the vehicle manufacturer required full synthetic oil. I asked her what the price would be. She went inside and returned with a sheet showing the amount. I said to go ahead and she asked me to come to the computer so she could get my information. The employee told me it would take about 45 minutes so I said I would be waiting in the waiting area. I could not see if any floor mat or seat cover was used.

TECHNICIANS 71% (5/7)

Technician Name:		Unknown
...Gender		Female
...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.)		86:00
4. Was this time within the original quoted time frame?	0/2	No
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 uniform but did not have a name tag on. She was professional in appearance. The service was not done in the 45 minutes I was quoted. The technician was polite and friendly.

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.)		No
...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 exterior area was clean. The landscaping was well maintained. The signage was appropriate and presentable. The cashier area was very neat and clean. The waiting area was also very neat and clean. Coffee was not available. Reading material was current and available. The restroom was neat, clean and well stocked. Windows were clean. Menuboards were well maintained and easy to read.

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 technician was at eye level with me while doing the presentation. The technician took the time to go over the items checked on my vehicle and answer questions I had. No one went over preventative maintenance items that were due or offer me additional services. I did not feel pressured to purchase anything.

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)

The required fluids were checked and the windshield was washed. The vehicle was vacuumed and tire pressure was checked. The technicians left my car free of fingerprints, dirt, and grime. All employees appeared to be productive while my car was being serviced.

CLOSING 67% (8/12)

Cashier/Employee at Closing Name:		Brandyn
...Gender		Male
...Age		31-40
...Height		5 ft 5 in
...Hair Color:		Black
...Other distinguishing characteristics		Beard and mustache.
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?		Yes
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)

The service was thoroughly explained at ring out. I was not reminded that the computer tracks history on my vehicle or of when I should come back. I was reminded of the free top off policy. I was provided a receipt and a reminder sticker on my windshield. I was thanked and asked to come again. As I was walking to my car and out of the bay other employees did not thank me.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	No
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:	9
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

When the phone rang while I was there it was not always answered within three rings. I enjoyed my service and would return. However, it would have been nice to be updated that the original time was not going to be met and that it would take longer.

