



EVALUATION # 2838989

02-28-2017

Survey: General
078501

078501
961 Center Street
Flagship Fastlube - Wahiawa
Wahiawa HI 96786 US

Location: 078501
District: 0785
Region: Western

078501: 078501: YTD

Location **91%**
Company **91%**
Your Rank **25/43**
Your Percentile **43rd**

Location avg (8) 91%
District avg (53) 94%
Region avg (72) 93%
Company avg (325) 91%

YOUR SCORE

100%
70/70 points

LOCATION AVG YTD

91%
8 Evaluations

COMPANY RANK YTD

25/43

THIS SCORE VS COMPANY YTD

100%
This Evaluation
91%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	100%	80%	+20%
Greeting	100%	44%	+56%
Technicians	100%	71%	+29%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	89%	+11%
Closing	100%	50%	+50%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		4/3/2017
2. Day:		Monday
3. Time In:		9:35 AM
4. Time Out:		10:12 AM
5. Total mileage on your car (odometer reading):		12356
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):		\$94.23
Total Amount Spent:		\$94.23

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?		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?		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)

Autumn was vacuuming a car when I drove up and she immediately came over and greeted me. She was friendly and had a smile and asked what they could do for me today. I told her I wanted an oil change. She said because my car required synthetic oil it would be \$89.99 and the wait was about 45 minutes to an hour and asked if that was OK. She asked me to move my car up to the white line and she would check me in. Autumn asked if there were any other issues with the car and when she was finished told me to leave my keys in the car and wait inside.

TECHNICIANS 100% (7/7)

Technician Name:		Autumn
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color		Brown
...Other distinguishing characteristics		none
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.)		37:00
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)

Autumn was the technician who greeted me when I entered the driveway. I'm not sure if she was the person who did the oil change since the waiting area was in a separate building and I could not see the technician who worked on my car.

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 temperature was comfortable, and the news was on TV. It was clean with no debris on the floor or carpet runners, no excessive fingerprints on the windows or doors, plenty of seating with tables and chairs neatly arranged. Magazines were neatly arranged. There was complimentary fresh coffee and cold drinks for purchase. The restrooms were clean with no debris on the floor. The sink and toilet was clean and the mirror was spotless. There was plenty of paper and soap and the door was free of excessive fingerprints.

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?		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)

Junella came in the waiting area and told me my car was ready. She went over all the services that were checked and performed on my vehicle and then asked if I had any questions. I asked her what the difference was between synthetic oil and regular oil. She told me that synthetic oil had less contaminants and was an overall cleaner oil which would help my car perform better. She did not offer additional services.

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 the employees were productive while my car was being serviced. I did not notice anyone standing around talking. My car was clean with no sign of grease or debris from the technician.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Junella
...Gender	Female
...Age	21-30
...Height	5 ft 3 in
...Hair Color:	Brown
...Other distinguishing characteristics	None

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)

Junella explained that there was a free top-up service on all fluids except for brake fluid and that I could come in any time until my next service. She also mentioned there was a reminder sticker on my windshield informing of when my next service should be. She thanked me for coming in and ask me to come again. My car was pulled up to the door where I exited. There were no other employees in the area when I drove out.

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: