



YOUR SCORE

94%
64/68 points



LOCATION AVG YTD

91%
8 Evaluations



EVALUATION # 2846796

03-31-2017

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**

COMPANY RANK YTD

25/43



THIS SCORE VS COMPANY YTD



94%
This Evaluation



91%
YTD Average

SECTIONAL CHANGE

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

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

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		4/19/2017
2. Day:		Wednesday
3. Time In:		5:20 PM
4. Time Out:		5:44 PM
5. Total mileage on your car (odometer reading):		173207
6. # of cars waiting outside bay to be serviced:		0
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$48.16
Total Amount Spent:		\$79.52

GREETING 100% (9/9)

1. How long before you were greeted?		00:25 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. 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?		No
...If yes, how long were you quoted?		

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)

There were no cars outside the bay when I drove up. My car rang the bell and the employee came out right away. He greeted me with a smile, made eye contact and asked how they could help me. He did not quote a time for the service.

TECHNICIANS 100% (5/5)

Technician Name:		Jeff B
...Gender		Male
...Age		31-40
...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.)		23:00
4. Was this time within the original quoted time frame?	0/0	N/A
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)

Jeff spoke clearly, used layman's terms that were easy to understand. He explained things clearly and made sure I understood his recommendations. He was in uniform and had a neat appearance. He was friendly and polite. The service took 23 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.)		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)

This location was clean and well maintained. The waiting room was welcoming and comfortable. Lighting and temperature were just right for the atmosphere. The restroom was very clean, well stocked and odor free.

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.		Windshield Wiper 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)

Jeff had a checklist in his hand, but did not show it to me. He went over the three things that were recommended. The cashier went over the services.

SERVICE 100% (9/9)

1. Were the required fluids checked?	1/1	Yes
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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)

Everything was checked. The car was vacuumed and the windshield was clean. All employees were productive.

CLOSING 67% (8/12)

Cashier/Employee at Closing Name:	AJ
...Gender	Female
...Age	21-30
...Height	5 ft
...Hair Color:	Black
...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?		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)

The cashier explained the services. She did not remind me of the top off policy, mention the computer tracks the service or when to come back. I was given a receipt and thanked. As I was leaving, an employee called out, "Thank you," from the service bay.

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?	Acceptable
4. Please rate your overall experience:	8
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

The cashier could have explained the top off policy.