



### YOUR SCORE

**86%**

59/69 points



### LOCATION AVG YTD

**91%**

8 Evaluations



### EVALUATION # 2875545

04-29-2017

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



**86%**

This Evaluation



**91%**

YTD Average

### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	86%	94%	-8%
Greeting	50%	100%	-50%
Technicians	100%	100%	-- +0%
Store Appearance	90%	100%	-10%
Maintenance Review...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	67%	67%	-- +0%

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
<b>1. Shop date:</b>		5/27/2017
2. Day:		Saturday
3. Time In:		1:55 PM
4. Time Out:		2:43 PM
5. Total mileage on your car (odometer reading):		79222
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):		\$48.16
Total Amount Spent:		\$48.16

**GREETING 50% (4/8)**

1. How long before you were greeted?		00:15 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)	0/2	No
5. What was the greeting?		"Welcome."
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?	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?		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)**

I was met at the car shortly upon arrival. The employee gave me a greeting, but it was rushed. He did not smile at any time. He did not bend down to talk to me through the window. He asked what service I was there for. When I said an oil change, he very quickly ran through the different levels. After I was told the waiting time would be 45 minutes to an hour, I left the vehicle. I did not see them put a floor mat or seat cover in the car, but there were some blind spots so it might have been done without me seeing it happen.

**TECHNICIANS 100% (7/7)**

Technician Name:		James
...Gender		Male
...Age		31-40
...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.)		44:00
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)**

The technician was very nice. He was in uniform and had a neat appearance. The service took 44 minutes and was whiting the quoted time.

**STORE APPEARANCE 90% (19/21)**

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?	0/2	No
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 of the shop was clean. There was no trash visible and there were no signs of oil spills. The inside of the waiting room was also very clean and comfortable. It was air conditioned and at a comfortable temperature. There were a couple of TVs playing what looked like modified shows made for the location. The coffee area was spotless, and although there wasn't a pot of coffee on the burner, there was a hotpot with coffee available. The cashier's counter was clean and neat. The restroom was clean and free of any odors.

**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.		Tire Rotation Cooling System 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)**

When the technician went over the service review with me, he knelt down next to me. I asked him a few questions along the way and was answered quickly, with no hesitation. He was very thorough and explained what each service was for. He did offer me some additional recommended services based on mileage, including power steering and fuel injector service. I did opt out, but he did not press me into getting any of the additional services done.

**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 services were completed, included vacuuming, windshields washed, and the tire pressure checked. There were no hand prints or fingerprints on the vehicle. All the employees were working diligently on vehicles during the time I was there.

**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?		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 very thorough and spoke clearly. She did not rush through the services and went through the list that was on the computer screen, which was turned towards me so I could see what she was describing. She did not mention the computer tracking the service history of the vehicle and did not mention the top off policy. She did not remind me when to come back, but she did say there was a sticker placed in the car with the reminder information. When I was leaving, none of the employees said anything as I was making my way to the car.

**OVERALL**

1. If the phone rang while you were there, was it answered professionally within 3 rings?	N/A
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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:**

The only thing that might have made it a little better is if the greeter had been a little more personable and made me feel welcome instead of just another car that was there for an oil change. Otherwise, everything went very smoothly.