



YOUR SCORE

91%
62/68 points



LOCATION AVG YTD

91%
8 Evaluations



EVALUATION # 2888502

05-31-2017

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



91%
This Evaluation



91%
YTD Average

SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|----------------------|-----------------|-----------------|--------|
| Overall | ✓ 91% | ● 86% | ▲ +5% |
| Greeting | ● 33% | ● 50% | ▼ -17% |
| Technicians | ✓ 100% | ✓ 100% | -- +0% |
| Store Appearance | ✓ 100% | ✓ 90% | ▲ +10% |
| Maintenance Revie... | ✓ 100% | ✓ 100% | -- +0% |
| Service | ✓ 100% | ✓ 100% | -- +0% |
| Closing | ✓ 100% | ● 67% | ▲ +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: | | 6/15/2017 |
| 2. Day: | | Thursday |
| 3. Time In: | | 3:48 PM |
| 4. Time Out: | | 4:10 PM |
| 5. Total mileage on your car (odometer reading): | | 126721 |
| 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: | | \$94.23 |

GREETING 33% (3/9)

| | | |
|---|-----|---------------|
| 1. How long before you were greeted? | | 00:30 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? | | "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? | 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)

As I drove up, I saw three employees standing by a car bay, talking to each other. After 20 seconds, one came to greet me. She had her mouth full and was chewing when she said, "Hi." She did not bend down to be at eye level. She did not ask what kind of service I wanted. She just waited for me to speak. I told her I wanted an oil change. She took my name and mileage, then asked, "Just the basic oil change?" Although she was entering information on a tablet, she did not show me any options or make any suggestions. I told her I wanted the full synthetic oil. She entered it in the table. She then said, "Leave the window down and leave the keys in the car." Then, she walked away without telling me where I could wait or how long it would take.

TECHNICIANS 100% (5/5)

| | | |
|--|-----|-----------|
| Technician Name: | | Peyton |
| ...Gender | | Male |
| ...Age | | 21-30 |
| ...Height | | 5 ft 7 in |
| ...Hair Color | | Black |
| ...Other distinguishing characteristics | | Glasses |
| 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.) | | 20:00 |
| 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)

The technician was very professional and helpful. He was dressed in a company T shirt, rather than the polo type shirts worn by other employees. He explained everything clearly and in layman's terms I could understand.

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 location was very clean and well maintained. All plants and landscaping was well manicured. The waiting room, cashier area and restroom were also clean and eye appealing. There was a nice coffee set up and bottled drinks available for sale. The TVs and reading materials were current.

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 |
| 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 used a worksheet to cover the recommendations for the car based on mileage. He explained each recommendation and also suggested specific tires to replace the worn tires on my vehicle. When I checked out, the cashier also reviewed everything that was done and what was recommended for my vehicle.

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 ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)

My car was thoroughly serviced. It was returned clean, with no fingerprints. The car was vacuumed and the windshield was washed.

CLOSING 100% (12/12)

| | |
|-----------------------------------|------------|
| Cashier/Employee at Closing Name: | AJ |
| ...Gender | Female |
| ...Age | Under 20 |
| ...Height | 4 ft 11 in |
| ...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? | 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)

The cashier was very professional and efficient. She used the computer screen to explain everything that was done to my car, and was checked off. She reviewed the recommended services. She told me how the computer will track my services and there was a sticker placed on my windshield to remind me to come back for the next service. She explained the top off policy and said to call with any questions. She used my name when thanked me and said, "See you next time" as a parting comment. As I walked out to my vehicle, two employees called out a thank you.

OVERALL

| | |
|---|------------|
| 1. If the phone rang while you were there, was it answered professionally within 3 rings? | Yes |
| 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: | 9 |
| 5. Could anything have been done to make your experience better? | Yes |

...IF YES, PLEASE EXPLAIN:

The greeting could have been more welcoming and the types of oil changes available could have been explained to me.