



### YOUR SCORE

**86%**

59/69 points



### LOCATION AVG YTD

**91%**

8 Evaluations



### EVALUATION # 2978643

06-30-2017

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%

### 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%	91%	-5%
Greeting	50%	33%	+17%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	50%	100%	-50%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		9/12/2017
2. Day:		Tuesday
3. Time In:		3:02 PM
4. Time Out:		3:30 PM
5. Total mileage on your car (odometer reading):		159656
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):		\$48.16
Total Amount Spent:		\$94.23

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

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?		"How can I help you?"
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?		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)**

The greeter approached the car shortly after my arrival. She remained standing and did not give me a greeting and was not smiling. She asked, "How can I help you?" I replied, "An oil change." She had a tablet and confirmed my name. She also asked if I wanted a full synthetic. She then confirmed my phone number, said it would take from 30 to 45 minutes, and I could have a seat in the waiting room. She reminded me to leave the keys in the vehicle and walked away. She did not place a mat or seat cover in the vehicle. However, I could not see if they did place these items in the car when it was driven to the work bay.

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

Technician Name:		Peyton
...Gender		Male
...Age		21-30
...Height		5 ft 6 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?	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 friendly. He was in a neat uniform and was presentable. The service was completed well within the quoted time.

**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 was bright and clean. There were ample chairs and some tables. A TV was showing a pre-programmed show with advertising. The temperature was comfortable and large plate glass floor to ceiling walls, which made it very bright and welcoming. There was current reading material available, coffee, as well as other beverages. The restroom was clean and well stocked. It was bright and had no foul 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.		Air Filter in cab 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)**

The technician confirmed the type of oil that was being used, then suggested services based on the manufacturer's mileage. He suggested changing the air filter in the cab and then the regular air filter, as well. I said I would get that done at a later time, and he did not pressure me to have it done. I also asked him a question regarding the vehicle. He answered me and gave me his personal recommendation.

## 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)**

All the services were done to the vehicle. The cashier went over the items with me. The vehicle was vacuumed and the windows washed. There was no visible hand prints or fingerprints, The employees were keeping busy servicing cars or talking with customers.

## CLOSING 50% (6/12)

Cashier/Employee at Closing Name:	Taryn
...Gender	Female
...Age	21-30
...Height	5 ft 4 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?	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?	0/2	No
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 nice and rang up my service, with no problems. She processed the payment, then printed the invoice and stapled the credit card receipt to it. She gave me the windshield sticker to place on the vehicle and reminded me about the top-off policy. She did not mention the computer tracking services. I was not reminded or asked to return. I was thanked, but not by name. When I left the waiting room to get to my car, no employees called out to thank me.

## 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:	9
5. Could anything have been done to make your experience better?	Yes

**...IF YES, PLEASE EXPLAIN:**

The greeter did not greet me and did not smile. If she had done so, it would have been a perfect visit.

