



EVALUATION # 2982676

07-31-2017

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**

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

YOUR SCORE

100%

68/68 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%	⦿ 86%	▲ +14%
Greeting	✓ 100%	⦿ 50%	▲ +50%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	⦿ 50%	▲ +50%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		9/20/2017
2. Day:		Wednesday
3. Time In:		4:16 PM
4. Time Out:		4:48 PM
5. Total mileage on your car (odometer reading):		91003
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):		\$52.24
Total Amount Spent:		\$73.29

GREETING 100% (9/9)

1. How long before you were greeted?		00:00 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?		Hi. 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?	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)

I arrived at the location and attempted to pull into a bay, but was stopped by an employee. He asked me how he could help and after I requested a basic oil change, he had me reverse back to a white line. I did so and he took the information from the vehicle. I asked if I could wait in their waiting area and another employee said I could. No one quoted a time for the service.

TECHNICIANS 100% (5/5)

Technician Name:		Peyton
...Gender		Male
...Age		21-30
...Height		5 ft 9 in
...Hair Color		Black
...Other distinguishing characteristics		Glasses; Facial hair
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.)		22:00
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)

Peyton was very friendly, he approached me right away. He was in uniform, with a presentable appearance. The service took 22 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)

The waiting area was clean and welcoming. There was coffee, with cream available. There was reading material and a television. The restroom was well maintained and stocked and had nice decor.

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.		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)

I asked the technician several questions regarding what services were included with the purchase of a basic oil change and he told me what would be completed. I also inquired about whether the location was able to change a battery because I had a feeling it was getting close to dying. He said they could and they had just received one. He gave me a printout that had my battery life on it. The cashier, AJ, explained the maintenance review items to me. She went over each item that was completed and mentioned my reminder sticker would be on the windshield. She also mentioned I should have my battery replaced. I asked her about the state of the tire pressure when we arrived and she said it was fine and they did not need to add any air.

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 employees were busy doing job related tasks. The fluids were checked, as was the tire pressure. No dirt or fingerprints were left behind in my vehicle. My vehicle was vacuumed and the windshield cleaned.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	AJ
...Gender	Female
...Age	21-30
...Height	5 ft 2 in
...Hair Color:	Brown
...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)

There was a slight hold up in processing my transaction. AJ entered the waiting area at 4:39pm, but my transaction was not fully processed until 4:48pm. There was an issue with the computer so she requested help from Peyton. They were able to resolve it after a few minutes. They both apologized for the additional wait. The services were reviewed with me. I was told about the top off policy and the computer tracks the service on my vehicle. I was reminded when to come back. AJ processed my payment and thanked 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?	Acceptable
4. Please rate your overall experience:	10/Excellent
5. Could anything have been done to make your experience better?	No

...IF YES, PLEASE EXPLAIN:

