



### YOUR SCORE

**94%**  
64/68 points



### LOCATION AVG YTD

**91%**  
8 Evaluations



### EVALUATION # 2985539

08-30-2017

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**

### 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	● 56%	✓ 100%	▼ -44%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +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>		9/26/2017
2. Day:		Tuesday
3. Time In:		2:40 PM
4. Time Out:		3:03 PM
5. Total mileage on your car (odometer reading):		133915
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:		\$48.16

**GREETING 56% (5/9)**

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?		"How can we help 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)**

The greeter approached the car, but there was no smile and I did not feel as if my visit was appreciated. She did not come to eye-level with me but stood above me. There was no real greeting, just a question about why I was there. She did confirm my name and phone number from pulling up my previous visit based on the license plate, then asked me, "Same oil?" I said, "Yes" and she said I could go to the waiting room. She did not mention how long it might take.

**TECHNICIANS 100% (5/5)**

Technician Name:		Peyton
...Gender		Male
...Age		21-30
...Height		5 ft 5 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.)		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)**

The technician was very upbeat and friendly. He made me feel at ease immediately. He was dressed neatly and had an embroidered shirt.

**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 exterior of the store was kept very clean. Landscaping was neat and looked good. The waiting room was air-conditioned and kept very clean. There was coffee available and reading materials were available. Chairs and tables were clean, as was the cashier's station. The large plate glass windows were clean. The restroom was also clean and well stocked. There were 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.		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 ANY NO ANSWERS. RATINGS MARKED LESS THAN EXCELLENT MUST BE SUBSTANTIATED. (100-CHARACTER MINIMUM)**

The technician came to see me while I was in the waiting area. We both stood outside as he explained the service that was done. He confirmed the oil change specifics, then suggested that I consider a power steering flush. He did not pressure me to have the service done. I asked him a couple questions regarding the power steering flush and was able to explain the process and the benefits of having it 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 ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)**

The car's windshield was cleaned and the interior vacuumed. They also checked the tire pressure and checked all fluids. I did not notice any hand-prints or fingerprints on or in the car after the services had been done. It did look like all the employees were keeping busy during the time I was there.

### CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Azureray
...Gender	Female
...Age	21-30
...Height	5 ft 1 in
...Hair Color:	Brown
...Other distinguishing characteristics	No glasses, long hair

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?		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)**

When the service was done, the cashier called me to the counter and went over the individual services done during the oil change. She also mentioned the top-off policy and that a windshield sticker was being placed to remind me when to return. She did mention that the computer tracked services performed. She processed payment with no problems, then gave me a copy of my charge slip and stapled that to the invoice. She did thank me by name as we were finishing up. She was very polite and friendly and made me feel welcome. She then said that my car was just outside and handed me my keys. No one said anything as I was leaving.

### 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?	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 could have been a little more pleasant while welcoming customers. The rest of the visit was excellent.

