



**YOUR SCORE**

**87%**

61/70 points

**LOCATION AVG YTD**

**93%**

4 Evaluations

**EVALUATION # 3078539**

01-27-2018

Survey: General  
078504

078504

99-236 Moanalua Road  
Flagship FastLube - Aiea  
Aiea HI 96701 US

Location: 078504  
District: 0785  
Region: Western

**078504: 078504: YTD**

Location **93%**  
Company **92%**  
Your Rank **19/40**  
Your Percentile **54th**

**COMPANY RANK YTD**

**19/40**

**THIS SCORE VS COMPANY YTD**

**87%**                      **92%**  
This Evaluation                      YTD Average

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	87%	97%	-10%
Greeting	78%	100%	-22%
Technicians	71%	100%	-29%
Store Appearance	86%	100%	-14%
Maintenance Review	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	83%	83%	-- +0%

Location avg (4)	93%
District avg (28)	94%
Region avg (36)	92%
Company avg (160)	92%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		1/27/2018
2. Day:		Saturday
3. Time In:		8:08 AM
4. Time Out:		10:03 AM
5. Total mileage on your car (odometer reading):		174271
6. # of cars waiting outside bay to be serviced:		4
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$48.16
Total Amount Spent:		\$77.47

**GREETING 78% (7/9)**

1. How long before you were greeted?		01:20 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)	2/2	Yes
5. What was the greeting?		Hi. What can we do for 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?		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)**

When I drove up, the employee was at a car taking information from the driver ahead of me. Once he was done, he came over to me, greeted me, and asked what he could do for me. I told him I wanted a basic oil change. He asked if I would like to upgrade it to a super synthetic oil change. I said no, and asked how long it would take for the oil change. He said that there were three cars in front of me that needed safety checks, and one needed an oil change, so the wait would be about an hour. He didn't smile, nor was he friendly. He seemed shy and reserved.

**TECHNICIANS 71% (5/7)**

Technician Name:		Ronnie
...Gender		Male
...Age		21-30
...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.)		60:00
4. Was this time within the original quoted time frame?	0/2	No
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)**

Both Ronnie and Jon were working on the car. While Ronnie was reserved, he was very polite and sincere. Jon was very friendly, and addressed me by my name. Ronnie was dressed in a dark blue or black shirt and pants tucked in with a name tag sewn onto the front of his shirt. Jon was dressed in the same, with two additional arm patches one with "manager" the other with certified technician.

**STORE APPEARANCE 86% (18/21)**

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?	1/2	Acceptable
...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?	0/2	No

**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, neat and tidy. The outside was also clean and litter free. The few hedges on the outer perimeter were healthy and well trimmed. There was some cracks and tears on the window tint next to the cash register. The magazines were dated January 2018. They were presented on a three tiered table. There were no menu boards. There were two televisions. One had entertainment, game shows, short game shows, movie trailers, with a side bar advertising auto services. The other showed short clips on car care, types of fluid changes, battery care, and periodical automotive care.

**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)**

At 9:52, Jon came into the waiting area and called me out. He explained that because of my high mileage, that I should start switching to the Supreme synthetic oil. He said that it was an additional charge, and brought it up on the computer in the garage to show it to me. He also said that the computer readout showed that my battery was dying, and that I should get a new battery. He was professional, and seemed very well knowledgeable about auto care. He was also very friendly, sincere, and made good eye contact.

**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 of the fluids were checked and the windshield was washed. The interior was vacuumed and the tire pressure was checked. The care was clean and neat when returned to me.

**CLOSING 83% (10/12)**

Cashier/Employee at Closing Name:	Jon
...Gender	Male
...Age	31-40
...Height	5 ft 8 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?	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)**

Jon didn't mention the computer tracking my service history. He was thorough in his explanation of the other services and list of things that were done. He also gave me a goody bag with a pen, flashlight, clip and registration holder as a customer appreciation gift.

**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:	7
5. Could anything have been done to make your experience better?	Yes

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

I would like estimated time, to be closer to actual finishing time. 10 to 20 minutes seems acceptable, but not an hour. Upon arriving home, I discovered that I had someone else's receipt clipped together with my credit card receipt. I called the shop, and Jon that he would email it to me. Although the service was good once my vehicle entered, I was not satisfied with the wait time. I was quoted a wait time of one hour, and it took an hour for the vehicle to just get into the garage. At 9:10 my vehicle was still parked outside waiting to be serviced. I went out to Jon, and asked him what the new estimated time would be, since the first one had passed. He explained that all the times quoted were just estimated, and that the time could vary. He said that he hoped it would only be another hour or less. I was told that there were 3 cars waiting for safety checks and one for an oil change. There were 3 workers, and these cars were still being worked on after an hour. Safety checks that I've had, usually took 15 minutes.