



YOUR SCORE

96%
67/70 points

LOCATION AVG YTD

93%
4 Evaluations

EVALUATION # 3115279

02-28-2018
Survey: General
078504
078504
99-236 Moanalua Road
Flagship FastLube - Aiea
Aiea HI 96701 US
Location: 078504
District: 0785
Region: Western

COMPANY RANK YTD

19/40

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	96%	87%	+9%
Greeting	100%	78%	+22%
Technicians	100%	71%	+29%
Store Appearance	95%	86%	+9%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	83%	83%	-- +0%

THIS SCORE VS COMPANY YTD

96% **92%**
This Evaluation YTD Average

078504: 078504: YTD

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

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
1. Shop date:		3/5/2018
2. Day:		Monday
3. Time In:		1:50 PM
4. Time Out:		2:50 PM
5. Total mileage on your car (odometer reading):		53762
6. # of cars waiting outside bay to be serviced:		3
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$47.99

GREETING 100% (9/9)

1. How long before you were greeted?		01:02 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?		How may Help you? My name is Nadia.
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)

Upon arrival, I was greeted right away by Nadia. She asked how she might help me and the service I was interested in. I mentioned I needed an oil change. She took my information on the tablet and told me to wait in the lounge area. I was quoted an hour for the oil change.

TECHNICIANS 100% (7/7)

Technician Name:		Brandyn
...Gender		Male
...Age		31-40
...Height		5 ft 8 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.)		13:01
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 in uniform and his appearance was presentable. The servicing of the car oil change was within the quoted time. The technician was polite and friendly.

STORE APPEARANCE 95% (20/21)

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?	1/2	Acceptable
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 overall curb appeal and landscaping was being maintained, but there was a little debris in the parking lot and in front of the entrance. The indoor and outdoor lighting was presentable. The cashier area was clean and presentable. The waiting area was presentable, but there was dust on the floor mats and the glass door had smudges on them. The reading material was available. There was coffee available, but it was not fresh. The restroom was clean for most part, except the ceiling fan had debris and a ceiling tile was coming off. There was ample soap and paper supplies. There was ample lighting. All the menu boards were easy to read and they were being maintained.

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 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 was eye level with me throughout. Sandish, the cashier, went over all the services that were done to the car, such as the car oil, oil filter, and essential fluids. The front two tires were worn out and needed replacing, as well as tire rotation. I asked when would be good time to change tires and rotate them. He said the tire should be rotated every six months and when thread was 4/32 or 5/32 it was time to replace them. Both cashier and the technician went over preventive maintenance for the car. I was not pressured into purchasing anything.

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 the required fluids were checked. The windshield washed and car was vacuumed properly. The tire pressure was brought up to manufacture recommendation of thirty-three psi. The technician left the car free from any fingerprints, dirt and grime. All the employees were being productive and while the car was being serviced.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Sandish
...Gender	Male
...Age	Under 20
...Height	5 ft 6 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)

Upon check out, the cashier checked me out professionally. He mentioned all the service done to the car. He did not mention the computer tracked my car history. He mentioned the top off policy. A reminder sticker was placed for the next oil change at the upper left corner of the car windshield. I was reminded to come back within three thousand miles for driving. I was provided a receipt, thanked and asked to come again. I was also thanked by other employees 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:	10/Excellent
5. Could anything have been done to make your experience better?	No

...IF YES, PLEASE EXPLAIN: