



YOUR SCORE

99%
67/68 points

LOCATION AVG YTD

93%
4 Evaluations

EVALUATION # 3134951

03-29-2018
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	✓ 99%	✓ 96%	▲ +3%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 95%	✓ 95%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	⊖ 83%	▲ +17%

THIS SCORE VS COMPANY YTD

99% **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:		3/29/2018
2. Day:		Thursday
3. Time In:		2:58 PM
4. Time Out:		3:32 PM
5. Total mileage on your car (odometer reading):		136360
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):		\$45.02
Total Amount Spent:		\$45.02

GREETING 100% (9/9)

1. How long before you were greeted?		00:10 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 we 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)

The technician was ready to direct me to the bay area as soon as I drove up. She greeted me and asked what brought me there. She then went to punch some things into the computer and asked me to verify the information. She did not ask me if I wanted any specialty oil service. She then told me where the waiting room was and the car was going in right away. She did not tell me how long it might take for the service to be done.

TECHNICIANS 100% (5/5)

Technician Name:		Pua
...Gender		Female
...Age		21-30
...Height		5 ft 4 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.)		26:00
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 nice and upbeat. She had a friendly smile and made me feel welcome. She was dressed neatly and made small talk at one point when I was waiting for my vehicle.

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.)	0/1	No
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 location was clean. There was not much landscaping, but what was there was neat and looked cared for. The waiting room was clean. There were snacks and drinks available for purchase. There was also coffee available. I did not see any reading material, but there was a TV showing snippets from TV shows and then product information relating to the shop. The restroom was 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.		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 cashier went over services. He went over some suggested items to replace such as the in-cabin air filter and the engine air filter. He asked if I wanted to get those services done. When I said I would think about it, he did not make me feel pressured to get them 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 was vacuumed and the windshield was washed. There were no smudges, fingerprints and handprints left by anyone who had serviced the car. Everyone was working diligently while I was there.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Leeray
...Gender	Male
...Age	21-30
...Height	5 ft 10 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?	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)

The cashier went over the service items that were done to the vehicle one by one, then asked if I had any questions. He also made sure I understood the top-off policy and reminded me when I should come back for the next oil change. A sticker was also placed on the windshield of the car. He did thank me, but did not use my name.

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:	10/Excellent
5. Could anything have been done to make your experience better?	No

...IF YES, PLEASE EXPLAIN: