



YOUR SCORE

91%
64/70 points

LOCATION AVG YTD

93%
4 Evaluations

EVALUATION # 3144404

04-13-2018
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	91%	99%	-8%
Greeting	89%	100%	-11%
Technicians	71%	100%	-29%
Store Appearance	95%	95%	-- +0%
Maintenance Revie...	100%	100%	-- +0%
Service	78%	100%	-22%
Closing	100%	100%	-- +0%

THIS SCORE VS COMPANY YTD

91% **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:		4/7/2018
2. Day:		Saturday
3. Time In:		9:17 AM
4. Time Out:		11:04 AM
5. Total mileage on your car (odometer reading):		94915
6. # of cars waiting outside bay to be serviced:		8
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$103.64

GREETING 89% (8/9)

1. How long before you were greeted?		00:14 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 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?	0/1	No
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)

I was greeted quickly. The sales associate asked how they could help me and I told them I needed an oil change. The type of oil was asked. I was told that it would an hour wait and directed to the waiting area. The sales associate was very friendly and professional. A floor mat was not placed in my vehicle.

TECHNICIANS 71% (5/7)

Technician Name:		Eric
...Gender		Male
...Age		21-30
...Height		5 ft 9 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.)		101:12
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)

The technician was very friendly and explained everything in detail. The technician looked and acted professional. The vehicle took 40 minutes past quoted time to finish. No explanation for the delay was given.

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?	1/2	Acceptable
...Was coffee available? (N/A if you stay in your car/or if it isn't available.)		No
...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 outside was in good order and well maintained. The waiting area was clean, but the walls had a lot of residue from old tape and where old posters had been removed. The restroom was clean and in good condition.

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 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 technician went over the vehicle and recommended that I get a tire rotation, a new air filter, a power steering flush, and a fuel system cleaning. The technician was very friendly and professional. I told them I was going to hold off on the extra services and they said that was fine. I did not feel any pressure to buy the additional services.

SERVICE 78% (7/9)

1. Were the required fluids checked?	1/1	Yes
2. Was your windshield washed?	0/1	No
3. Was your vehicle vacuumed?	0/1	No
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)

When everything that was done to the vehicle was gone over with me, it was marked that the vehicle was vacuumed and windshield washed. When I got in the vehicle neither of these services has actually been performed. There were also no floor mats or anything in place to vehicle clean. The location was very busy and all employees were busy.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Jovi
...Gender	Female
...Age	31-40
...Height	5 ft 5 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 was very friendly and explained about the work done, top-off policy, and that I could go to any location for this service. I was told about the reminder sticker placed on the vehicle. When I was leaving I was thanked by the employee checking everyone in.

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?	No

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:

All the staff was friendly but it was marked on the computer that my vehicle had been vacuumed and windshield washed and when it I got the vehicle these were not done. For this reason, I would not return to the location. The location did not gain my trust.