



**YOUR SCORE**

**97%**  
68/70 points

**LOCATION AVG YTD**

**95%**  
12 Evaluations

**EVALUATION # 3035678**

11-30-2017  
Survey: General  
078504  
078504  
99-236 Moanalua Road  
Flagship FastLube - Aiea  
Aiea HI 96701 US  
Location: 078504  
District: 0785  
Region: Western

**COMPANY RANK YTD**

**4/43**

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	97%	100%	-3%
Greeting	100%	100%	-- +0%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	83%	100%	-17%

**THIS SCORE VS COMPANY YTD**

**97%**      **91%**  
This Evaluation      YTD Average

**078504: 078504: YTD**

Location      **95%**  
Company      **91%**  
Your Rank      **4/43**  
Your Percentile      **93rd**

Location avg (12)      95%  
District avg (72)      95%  
Region avg (96)      94%  
Company avg (416)      91%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		12/2/2017
2. Day:		Saturday
3. Time In:		12:39 PM
4. Time Out:		1:53 PM
5. Total mileage on your car (odometer reading):		165185
6. # of cars waiting outside bay to be serviced:		2
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$60.97
Total Amount Spent:		\$63.84

**GREETING 100% (9/9)**

1. How long before you were greeted?		01:11 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 I 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?		Yes
...If yes, how long were you quoted?		45:30 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 within a minute. Christy asked, "How may I help you today?" I mentioned I needed an oil change. She explained the benefits of an oil change. She asked if I wanted to wait or to to come back. I said I would and Christy said it would take around 45 minutes to an hour.

**TECHNICIANS 100% (7/7)**

Technician Name:		Christy
...Gender		Female
...Age		21-30
...Height		5 ft 5 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.)		45:12
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 was in presentable appearance. The car was serviced within forty-five minutes and twelve seconds. The technician was polite and friendly.

**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 was well maintained. Both the indoor and outdoor signs were also being maintained. The cashier area was very clean and well organized. Reading material was placed neatly on a desk. The restroom was very clean, except for the ceiling fan which was clogged with debris. There were ample hand towels and soap in the restroom. There was ample lighting. For the most part, windows were clean, except for the front door had smudges. All the menu boards were maintained and they were easy to read.

**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 Windshield Wiper Transmission Service
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 the conversation. The technician and the cashier went over what was done to the car and all the essential fluids had been filled, except the brake fluid. I asked how often the air filter be replaced. The technician said it should be replaced every six months to a year if becomes clogged with debris and dust. The cashier went over preventive maintenance issues, such as transmission flush, air filter, and wipers. I did not feel pressured.

**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 and refilled. The windshield was washed and the car interior was cleaned properly. The tire pressure was brought up to thirty-two psi as recommended by the manufacturer. The technicians left the car free from any fingerprints, dirt, and grime. All the employees were productive while the car was being serviced.

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

Cashier/Employee at Closing Name:	Christy
...Gender	Female
...Age	21-30
...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?	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)**

All the services were explained professionally, however, the cashier forgot to mention their computer tracks the services done to the car. The top off policy was mentioned. The reminder sticker was placed on the driver side. I was provided with a receipt and thanked for coming. While walking out, I was thanked by the employees.

**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?	Yes

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