



**YOUR SCORE**

**96%**  
67/70 points

**LOCATION AVG YTD**

**92%**  
5 Evaluations

**EVALUATION # 3058987**

01-10-2018

Survey: General  
078502

078502

581 Farrington Hwy  
Flagship Fastlube - Kapolei  
Kapolei HI 96707 US

Location: 078502  
District: 0785  
Region: Western

**078502: 078502: YTD**

Location **92%**  
Company **92%**  
Your Rank **22/40**  
Your Percentile **46th**

Location avg (5) 92%  
District avg (28) 94%  
Region avg (36) 92%  
Company avg (160) 92%

**COMPANY RANK YTD**

**22/40**

**THIS SCORE VS COMPANY YTD**

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

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	96%	84%	+12%
Greeting	89%	75%	+14%
Technicians	71%	100%	-29%
Store Appearance	100%	86%	+14%
Maintenance Revie...	100%	83%	+17%
Service	100%	100%	-- +0%
Closing	100%	67%	+33%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		1/6/2018
2. Day:		Saturday
3. Time In:		9:30 AM
4. Time Out:		12:14 PM
5. Total mileage on your car (odometer reading):		169262
6. # of cars waiting outside bay to be serviced:		12
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$119.03

**GREETING 89% (8/9)**

1. How long before you were greeted?		00:12 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?		Morning. How can I 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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		120:00 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 entered, Joelene, was just finishing with a previous customer. She immediately said, "Hello," and then asked me what they can do for me. She told me there would be about a two hour wait. I did not see any floor mats or seat covers put into my vehicle.

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

Technician Name:		Samantha
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color		Black
<b>...Other distinguishing characteristics</b>		
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.)		164:00
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)**

Samantha had a shirt with the business logo. She was very polite and friendly. It did take longer than the requested time. When I arrived.

**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.)		N/A
...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 bathroom was well stocked and bright. The waiting area was well maintained. There was no coffee available in the lobby. It only had a few magazines and a TV. The chairs were comfortable and the lobby was clean. The TV was an acceptable volume, you can still have a conversation easily without raising your voice. The desk and menu boards were clean.

**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 Cooling System Service 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)**

Samantha recommended a few services for the vehicle, including a radiator flush, air filter replacement, air conditioning filter replacement, and a transmission flush. I did approve the air filter replacement to be completed at this time. There was no pressure to purchase any of the services.

## 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)**

They checked my fluids, replaced my oil and oil filter, and went through 21 checks. The cashier told me my tires were at 35/psi. The vehicle was vacuumed and the windshield was washed on the exterior. The vehicle was clean of any debris or fingerprints. Employees were engaged in maintenance of a vehicle or with a customer.

## CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Joelene
...Gender	Female
...Age	31-40
...Height	5 ft 4 in
...Hair Color:	Brown

...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)**

Joelene thanked me for waiting and then using the computer, she explained what the technician did and what they found. Joelene reminded me to come back in four months or 5000 miles for an oil change. Another employee thanked me as I was getting into my vehicle.

## 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:**

The old oil change reminder cling was not removed from the windshield.