



YOUR SCORE

74%

49/66 points

LOCATION AVG YTD

92%

5 Evaluations

EVALUATION # 3089107

02-10-2018

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

74%
This Evaluation

92%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	74%	96%	-22%
Greeting	89%	89%	-- +0%
Technicians	100%	71%	+29%
Store Appearance	90%	100%	-10%
Maintenance Revie...	60%	100%	-40%
Service	78%	100%	-22%
Closing	33%	100%	-67%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		2/7/2018
2. Day:		Wednesday
3. Time In:		11:41 AM
4. Time Out:		12:32 PM
5. Total mileage on your car (odometer reading):		10000
6. # of cars waiting outside bay to be serviced:		4
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$50.25
Total Amount Spent:		\$50.25

GREETING 89% (8/9)

1. How long before you were greeted?		01:17 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 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?		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 employee came to car, gave direct eye contact, smiled and said, "Hi. How can I help you?" I told him I was there to get an oil change. He asked for my information, but did not ask which oil change I wanted or offer any other services. After he put my information in the tablet, he told me he would text me when the car was ready. He did not give me an estimated time as to when the car would be finished. I also did not see him put a paper mat on the floor or a seat cover. He went away without saying anything or telling me where the lobby was located.

TECHNICIANS 100% (5/5)

Technician Name:		David
...Gender		Male
...Age		21-30
...Height		5 ft 6 in
...Hair Color		Black
...Other distinguishing characteristics		Mustache.
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.)		50:46
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 dressed properly, but he did not have a name badge. He was friendly and polite. The service time was about 50 minutes.

STORE APPEARANCE 90% (19/21)

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?	0/2	No
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 outdoor sitting area was clean and the trash cans were maintained. The interior waiting area was clean. The windows were smudged and had water stains. There was no coffee available and there was no coffee area present. The magazines were organized and many were current. The restroom looked and smelled clean. The supplies were available.

MAINTENANCE REVIEW PRESENTATION 60% (6/10)

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)	0/2	No
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?	0/0	N/A
5. Did the technician, cashier or any other employee go over other preventive maintenance items that are due by mileage?	0/2	No
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
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 ANY NO ANSWERS. RATINGS MARKED LESS THAN EXCELLENT MUST BE SUBSTANTIATED. (100-CHARACTER MINIMUM)

The technician asked me if I wanted the tires rotated on the car, but he never came back to talk to me about all of the services he performed. The cashier also did not review services. He also did not suggest any preventive maintenance services. I asked if there were any services he would suggest I get to keep the car running well and said no.

SERVICE 78% (7/9)

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?	0/2	No

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 invoice stated all the fluids were checked. The windshields were clean and the car was vacuumed. The tire pressure was marked on the invoice as being performed. The car was free of dirt and fingerprints when I received it. Most of the employees were busy working, but there were a couple of technicians and the cashier hanging out and talking. When the technician brought my keys in I waited for the cashier to call me, but she continued her conversation. I finally walked up to the desk.

CLOSING 33% (4/12)

Cashier/Employee at Closing Name:	Patricia
...Gender	Female
...Age	21-30
...Height	5 ft 2 in
...Hair Color:	Black
...Other distinguishing characteristics	

1. Was the service explained professionally at ring out?	0/2	No
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?	0/2	No
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?	0/2	No
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?		No

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 checkout, the cashier told me I got the basic oil change, but she did not go into detail about the other services performed on the car. She told me the total, and after rendering my transaction, she handed me the receipt, and told me about the free top off policy. I was not told about the service tracking history or was I told when to come back for my next oil change. I was thanked and told to have a nice day by the cashier, but my name was never used. My car was parked in an area that was not near the working area so none of the other employees had an opportunity to say goodbye.

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?	Unacceptable
4. Please rate your overall experience:	5
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

It was busy, but while the technicians and cashier were both nice, neither explained the services performed on my vehicle and I felt as if they were too busy to help me.