



YOUR SCORE

100%

70/70 points

LOCATION AVG YTD

92%

5 Evaluations

COMPANY RANK YTD

22/40

EVALUATION # 3129980

03-26-2018

Survey: General

078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502

District: 0785

Region: Western

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	100%	74%	+26%
Greeting	100%	89%	+11%
Technicians	100%	100%	-- +0%
Store Appearance	100%	90%	+10%
Maintenance Revie...	100%	60%	+40%
Service	100%	78%	+22%
Closing	100%	33%	+67%

THIS SCORE VS COMPANY YTD

100%
This Evaluation

92%
YTD Average

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%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		3/24/2018
2. Day:		Saturday
3. Time In:		8:07 AM
4. Time Out:		9:31 AM
5. Total mileage on your car (odometer reading):		137091
6. # of cars waiting outside bay to be serviced:		6
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$50.25

GREETING 100% (9/9)

1. How long before you were greeted?		02:05 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?		Good 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?	1/1	Yes
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		115:00 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)

The employee greeted me, saying, "Good morning," and asked how she could help me. I said I was looking to get an oil change. She explained the three different oil change options and asked which one I wanted. After hearing I wanted the basic service, she told me it was about a hour and forty five minute wait. She said I could get out of my car and wait in the waiting area if I liked.

TECHNICIANS 100% (7/7)

Technician Name:		Sabrina
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color		Brown
...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.)		90:00
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)

Sabrina was friendly and informative. She was in uniform and had a neat appearance. The service was completed in the quoted time frame.

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 waiting area, as well as the cashier area, was tidy and free from clutter. There were ample magazines of good variety. It was freezing, however, Kelsey advised my seat in was the direction of the air and it was not as cold on the other side of the room. The restroom was 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.		Tire Rotation Air Filter in cab 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)

Kelsey went over the recommended updates and repairs for my car. She explained everything that was completed, as well as a breakout of the total cost. I was offered a tire rotation, air filter and the transmission service.

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)

All the employees were busy doing job related tasks. The fluids were checked, as was the tire pressure. No dirt or fingerprints were left behind in my vehicle. My vehicle was vacuumed and the windshield cleaned.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Kelsey
...Gender	Female
...Age	21-30
...Height	5 ft 4 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)

Kelsey rang me out, noting each services and recommendation. She explained the top off services. He explained the sticker in the window did would give me the next due date.

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?	Acceptable
4. Please rate your overall experience:	10/Excellent
5. Could anything have been done to make your experience better?	No

...IF YES, PLEASE EXPLAIN: