



**YOUR SCORE**

**93%**  
65/70 points

**LOCATION AVG YTD**

**92%**  
5 Evaluations

**EVALUATION # 3137868**

04-10-2018

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**

**COMPANY RANK YTD**

**22/40**

**THIS SCORE VS COMPANY YTD**

**93%**                      **92%**  
This Evaluation                      YTD Average

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	93%	100%	-7%
Greeting	100%	100%	-- +0%
Technicians	71%	100%	-29%
Store Appearance	86%	100%	-14%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	100%	100%	-- +0%

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
<b>1. Shop date:</b>		4/6/2018
2. Day:		Friday
3. Time In:		1:47 PM
4. Time Out:		4:17 PM
5. Total mileage on your car (odometer reading):		179940
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):		\$47.99
Total Amount Spent:		\$49.19

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

1. How long before you were greeted?		01:27 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?**

Aloha. Welcome to Flagship. How are you doing today? What service can I help you with?		
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?		90:00 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)**

Eli greeted me with a smile and warm greeting. He asked what service he could help me with. He stated he would get a greeter to help me. Sandy appeared two minutes later with an electronic notebook. She gave a warm greeting and asked for my mileage. She asked what service I would like today and quoted a time of an hour to an hour and half. Floor mats were placed in the vehicle after the vehicle was vacuumed.

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

Technician Name:		Sandy
...Gender		Female
...Age		21-30
...Height		5 ft 3 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.)		150:23
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)**

Sandy moved the vehicle and was my main point of contact. She was nicely dressed and well groomed in a complete uniform, with a visible name tag. The service time surpassed the quoted time.

**STORE APPEARANCE 86% (18/21)**

1. How was the overall curb appeal?	1/2	Acceptable
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?	0/2	No
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)**

There was old black gum on the walkways and exterior waiting area. Coffee was not available. The restroom was clean. However, the seat cover holder was empty.

**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
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)**

Sandy came into the waiting lounge and called my name. She sat next to me and reviewed the service review form line by line. She recommended changing the air filter in the cab noting it was dirty. She listened carefully to my questions and answered them in detail. I did not feel pressure at any time.

**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)**

My vehicle was freshly vacuumed when I entered. The exterior windshield was cleaned, but not the interior. All fluids were checked and when needed capped off. The tire pressure was checked. All employees were acting as a team and working together in a productive manner.

### CLOSING 100% (12/12)

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

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 called my name and stated my vehicle was ready. She reviewed the service review form again and apologized repetitively for the long wait of two and a half hours. She mentioned the sticker in the car window and top off policy. She processed my transaction promptly and accurately, stapling my receipt to the service review form and the invoice. She thanked me by name and reminded me to return in three months or three thousand miles. She wished me a wonderful day. I exited the facility and was thanked again by Sandy.

### 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?	No
3. How would you rate the value of the service for the price paid?	Acceptable
4. Please rate your overall experience:	6
5. Could anything have been done to make your experience better?	Yes

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

The facility had two bays and it appeared that one bay was being used for oil changes and the other for safety checks. The employees stated the policy was first come first serve, yet I sat for almost two hours before my vehicle was pulled into the bay. Several other customers came and left before my vehicle was serviced and it was frustrating. Additionally, there was a homeless person smoking drugs near the bay and no one did anything.