



**YOUR SCORE**

**96%**  
67/70 points

**LOCATION AVG YTD**

**92%**  
5 Evaluations

**EVALUATION # 3168963**

05-10-2018

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**

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

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	96%	93%	+3%
Greeting	89%	100%	-11%
Technicians	100%	71%	+29%
Store Appearance	100%	86%	+14%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	83%	100%	-17%

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>		5/10/2018
2. Day:		Thursday
3. Time In:		10:52 AM
4. Time Out:		11:30 AM
5. Total mileage on your car (odometer reading):		57462
6. # of cars waiting outside bay to be serviced:		02
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$47.99

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

1. How long before you were greeted?		03:05 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?		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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		45:00 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)**

I was greeted within few minutes. The greeting was warm and friendly. The greeter was eye level with me throughout the conversation. I mentioned I needed an oil change. I was quoted forty-five minutes for the oil change. A mat and cover were not placed in my vehicle.

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

Technician Name:		Tia
...Gender		Female
...Age		31-40
...Height		5 ft 8 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.)		30:09
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 presentable. The car was serviced within thirty-minutes and it was within the quote time for the car oil change. 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.)		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 exterior was clean and maintained, including the landscaping. The outdoor and indoor signage was maintained and appropriate. The cashier area was clean and free from and beverages or food items. The waiting area was clean and well organized. The magazines were neatly placed in the racks. The restroom was very clean, except for little debris in the ceiling fan and floor tiles were little dirty. There was an ample supply of paper towel in the bathroom. There was ample lighting. Windows were clean and the menu boards 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.		Tire Rotation 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)**

The technician was eye level throughout the conversation. She went over everything that was done to the car. There were recommendations based on the current mileage. I was told the power steering, transmission, and coolant fluids needed to be replaced. I asked how often I needed to change wiper blades. I was told every six months. I did not feel pressure to purchase anything.

**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 essential fluids were topped off. The windshield was washed and the car was properly vacuumed. The tire pressure was brought up to thirty-five psi according to manufacturer's specification. The technician left the car free of any finger prints, dirt or grime. All the other employees were productive.

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

Cashier/Employee at Closing Name:	Sabrina
...Gender	Female
...Age	21-30
...Height	5 ft 7 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. I was not told the computer tracks my car history, but I was told about the top off policy. The cashier said, "See you next time for your oil change and car service. We have placed a reminder sticker for the next oil change on the driver's side." I was provided with a receipt. I was thanked as I was leaving the bay by both the cashier and the other 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:**