



YOUR SCORE

91%
64/70 points

LOCATION AVG YTD

94%
12 Evaluations

EVALUATION # 3022716

10-31-2017

Survey: General
078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502

District: 0785

Region: Western

078502: 078502: YTD

Location **94%**
Company **91%**
Your Rank **16/43**
Your Percentile **64th**

COMPANY RANK YTD

16/43

THIS SCORE VS COMPANY YTD

91% **91%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	91%	91%	-- +0%
Greeting	100%	100%	-- +0%
Technicians	71%	100%	-29%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	83%	50%	+33%
Service	100%	100%	-- +0%
Closing	83%	100%	-17%

Location avg (12) 94%
District avg (72) 95%
Region avg (96) 94%
Company avg (416) 91%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		11/15/2017
2. Day:		Wednesday
3. Time In:		2:29 PM
4. Time Out:		3:16 PM
5. Total mileage on your car (odometer reading):		11385
6. # of cars waiting outside bay to be serviced:		0
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.91
Total Amount Spent:		\$90.44

GREETING 100% (9/9)

1. How long before you were greeted?		00:45 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. What can I help you with 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?	1/1	Yes
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		30:00 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)

An employee was sweeping the bay in front of me. When I pulled up, she looked up and walked over. She asked what she could help me with. I said I just needed an oil change. She asked if I had ever done an oil change there before and I said no. I said I had a safety check at another location so I should be in the system. She asked what kind of oil change service I wanted. She pointed to the type. I said I would just do the basic one. She went back to the computer and asked if my number was still the same. She said it would be about 30 minutes and they would call me when it was ready.

TECHNICIANS 71% (5/7)

Technician Name:		Cassandra
...Gender		Female
...Age		Under 20
...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.)		44:20
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)

The technician was neat in appearance and in uniform. The technician was friendly and polite. The service took longer than the quoted 30 minutes.

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.)		No
...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 location was very clean. The bathroom was well stocked and clean. The cashier. was emptying the trash and taking it out. The outside was in good condition and also free of trash.

MAINTENANCE REVIEW PRESENTATION 83% (10/12)

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?	0/2	No
6. Did the technician, cashier or any other employee offer you any additional services?		No
7. If yes, check off the services that the technician offered.		
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)

I realized I had forgotten to mention I needed a tire rotation. I asked if I could also get my tires rotated. The employee looked at the tires and checked the tread. He said that sometimes because of the big tread on the type of tires sometimes they don't ride smooth after rotation. I said I still wanted them rotated. The cashier reviewed the services with me. She did not go over any scheduled maintenance, but I only have 11,000 miles on my vehicle. Additional services were not offered.

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)

Everyone was helping out with the vehicles so most of the time the cashier was outside unless she had to check someone out. 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 83% (10/12)

Cashier/Employee at Closing Name:	Sela
...Gender	Female
...Age	21-30
...Height	5 ft 6 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?		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)

I was called to the cashier when they were done with my car. The cashier called me by my first name. She pulled it up on the computer screen and when through each check list item with me. She gave me my total and I gave her my credit card. She swiped it and then asked me to enter my pin number. I entered my pin and my receipt printed. She attached my credit card receipt to my invoice and let me know about the free top of service. No one said anything to me while I walked out to get into my car. I was not told the computer tracks the service on 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: