



YOUR SCORE

88%

59/67 points

LOCATION AVG YTD

94%

12 Evaluations

COMPANY RANK YTD

16/43

EVALUATION # 3045789

11-30-2017

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	88%	91%	-3%
Greeting	75%	100%	-25%
Technicians	100%	71%	+29%
Store Appearance	90%	100%	-10%
Maintenance Revie...	83%	83%	-- +0%
Service	78%	100%	-22%
Closing	100%	83%	+17%

THIS SCORE VS COMPANY YTD

88%

This Evaluation

91%

YTD Average

078502: 078502: YTD

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

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:		12/15/2017
2. Day:		Friday
3. Time In:		2:06 PM
4. Time Out:		3:27 PM
5. Total mileage on your car (odometer reading):		82062
6. # of cars waiting outside bay to be serviced:		3
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$43.97

REETING 75% (6/8)

1. How long before you were greeted?		08:03 min:sec
2. Was this an appropriate amount of time?	0/2	No
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?		Welcome to Fast Lube. What brings you in 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?	0/0	N/A
8. Were you quoted a time for how long the service would be? ...If yes, how long were you quoted?		No

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 pulled onto the property and waited in the line. I noted employee vacuum out a vehicle in front of me. I waited for a little over eight minutes. Jolene picked up a notepad, approached me at my vehicle and asked what brought me in today. She gave a warm greeting. I stated I wanted an oil change. She asked me what kind of oil I wanted. I did not observe the placing of a mat in my vehicle. I was not quoted a time frame.

TECHNICIANS 100% (5/5)

Technician Name:		Jolene
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color		Brown
...Other distinguishing characteristics		Glasses
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.)		67:21
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 greeted me with a smile and warm hello. She was nicely dressed and in a complete uniform, with a visible name tag. The service was over 67 minutes.

STORE APPEARANCE 90% (19/21)

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.)	0/1	No
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 walkways for covered with old black gum and splatter. The interior was clean and nicely decorated, as well as comfortable. TVs were playing, however, there was no reading material or refreshments available. The bathroom was clean and nicely stocked. The cashier station was clean and workable. The price signage was displayed on a TV monitor and was clear.

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?	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.		Other
8. At any time, did you feel pressure to purchase anything?	0/2	Yes

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 entered the waiting area and called my name. He took me outside and reviewed the form with me. He stated everything was good, but wanted to check the injectors and radiator fluid. He was nicely groomed and in uniform, but was not wearing a visible name tag. He asked if I wanted the service completed and then stated he understood. He thanked me by name and stated my car would be ready shortly.

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?	0/2	No
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)

The car was vacuumed. The windows were washed, but not very well. There were no signs of smudges or anything in the interior of the vehicle. One tire still appeared to be low and I had to take it to another location afterward to get it filled.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Cassandra	
...Gender	Female	
...Age	21-30	
...Height	5 ft 4 in	
...Hair Color:	Brown	
...Other distinguishing characteristics	Chest tattoo	
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)

Cassandra called my name at the register. She was nicely dressed and well-groomed. She asked my name and announced my total. She turned the computer screen to face me. She reviewed everything that was done and what needed to be done. She asked about additional services. She announced my payment and processed my transaction. She reminded me about the top off policy and encouraged me to come back anytime. She stated the next oil change was due in 3000 miles or in three months. A sticker was placed in my vehicle to remind me. She stated my information would be in the system and would be available for the future. She thanked me for visiting, gave me my paperwork and wish me a wonderful holiday season.

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:	9
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

It would have been nice to be notified of the wait especially since it was over an hour. A water dispenser and coffee would have added that extra touch.
The tire pressure should have been checked prior to the car being finished.