



YOUR SCORE

89%
62/70 points

LOCATION AVG YTD

98%
5 Evaluations

EVALUATION # 3108681

02-27-2018

Survey: General
078505

078505

94-165 Kupuohi Street #302
Flagship FastLube - Kunia
Waipahu HI 96797 US

Location: 078505
District: 0785
Region: Western

078505: 078505: YTD

Location **98%**
Company **92%**
Your Rank **3/40**
Your Percentile **95th**

COMPANY RANK YTD

3/40

THIS SCORE VS COMPANY YTD

89% **92%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	89%	100%	-11%
Greeting	89%	100%	-11%
Technicians	100%	100%	-- +0%
Store Appearance	81%	100%	-19%
Maintenance Revie...	83%	100%	-17%
Service	89%	100%	-11%
Closing	100%	100%	-- +0%

Location avg (5) 98%
District avg (28) 94%
Region avg (36) 92%
Company avg (160) 92%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		2/27/2018
2. Day:		Tuesday
3. Time In:		11:56 AM
4. Time Out:		1:04 PM
5. Total mileage on your car (odometer reading):		65728
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):		\$56.52
Total Amount Spent:		\$56.52

GREETING 89% (8/9)

1. How long before you were greeted?		00:42 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. I'm sorry to say the wait is going to be about an hour to an hour and a half 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?		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)

The greeter came up to my vehicle, gave direct eye contact, smiled and said, "Hi. I'm sorry, but the wait today is about an hour to an hour and a half today." I asked why and she told me they were short handed. I told her I really needed to get an oil change and I would wait. She said okay and to leave the keys in the ignition. She said I would be called when my vehicle was ready. I did not see her put a floor mat or a seat cover in my car. She told me I could wait in the lobby, but did not tell me where it was. I walked to the lobby and sat down to wait.

TECHNICIANS 100% (7/7)

Technician Name:		Unknown
...Gender		Male
...Age		21-30
...Height		5 ft 7 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.)		64:04
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 had a neat appearance. I did not interact with the technician, but the cashier was friendly and polite. The service was completed within the quoted time frame.

STORE APPEARANCE 81% (17/21)

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?	1/2	Acceptable
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?	1/2	Acceptable
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?	0/2	No
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 interior and exterior areas were clean and well maintained. The windows, however, were smudged. The cashier area was clean, but there were a few piles of papers that looked like they should be filed. The restroom was clean and adequately supplied, but the floor was wet. This facility did not have menu boards, but pricing was displayed on the monitor in the waiting room.

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 was not given a presentation. The technician and cashier were both extremely busy. The cashier did go over what was checked on the invoice at the time I was checking out, but neither she nor the technician came in to go over anything else. Preventative maintenance and other services were also not offered at any time.

SERVICE 89% (8/9)

1. Were the required fluids checked?	1/1	Yes
2. Was your windshield washed?	0/1	No
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 car was returned to me with no extra smudges or dirt present. My tires were at the proper pressure and the cashier pointed that out on the invoice during checkout. The vehicle was vacuumed, but the windshield was not cleaned. This facility was extremely busy and I did not see any associates standing around and talking.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:		Chelsey
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color:		Black
...Other distinguishing characteristics		Tattoo on left arm
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?		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)

Chelsey went over the services performed on my vehicle in a professional manner. She mentioned the computer tracking any services done I my vehicle and then explained the top off policy. Once my transaction was tendered, she handed me my receipt, told me when my next oil change was due and said a reminder sticker was put in my vehicle. She thanked me by name, apologized for the long wait and said she hoped to see me again. As I walked pass the work area, the associates were busy working and none spoke to me as I went to 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?	No
3. How would you rate the value of the service for the price paid?	Acceptable
4. Please rate your overall experience:	7
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

This station was extremely busy so service was lacking in many areas. The only associate I had any interaction with was the cashier, who was also the greeter. Although she was very kind and apologetic, I would have liked to interact with the technician and had the opportunity to him ask questions. I saw the associates were making every effort to help their customers. I saw a total of six customers turned away and no customer was given a presentation regarding their vehicle. Based on what I experienced today I would not come back, but I would not blame the associates. They were all working hard and had to deal with angry customers who had to wait. Even though this facility was extremely busy I was very impressed by the professional way in which all of the associates conducted themselves and they still remained kind.