



YOUR SCORE

100%

70/70 points

LOCATION AVG YTD

98%

5 Evaluations

EVALUATION # 3139477

03-31-2018

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

100%
This Evaluation

92%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	100%	89%	+11%
Greeting	100%	89%	+11%
Technicians	100%	100%	-- +0%
Store Appearance	100%	81%	+19%
Maintenance Revie...	100%	83%	+17%
Service	100%	89%	+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:		4/2/2018
2. Day:		Monday
3. Time In:		1:16 PM
4. Time Out:		2:13 PM
5. Total mileage on your car (odometer reading):		99935
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):		\$50.25
Total Amount Spent:		\$50.25

GREETING 100% (9/9)

1. How long before you were greeted?		00:30 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 we do for 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?	1/1	Yes
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		80:00 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)

As I drove in, Tiffany waved me to where I should go, came up to the car, knelt down, and asked, "Hi, what can we do for you today?" I said I wanted a basic oil change. Tiffany asked if I had been to one of their locations before. I said that I had, and she said that was great and that I should already be in their computer. She said the oil change would take about an hour and 20 minutes because it was busy and I said that was fine and that I would wait in the waiting room.

TECHNICIANS 100% (7/7)

Technician Name:		Tiffany
...Gender		Female
...Age		21-30
...Height		5 ft
...Hair Color		Black
...Other distinguishing characteristics		Tattoos
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.)		57:00
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)

Tiffany came in to chat with me soon after my car was driven into a work bay. She was neatly dressed in a clean uniform and was polite and friendly as she discussed my car and its maintenance with me.

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 of the location, including landscaping, was well maintained with clean paint, signage, and windows. The interior was similarly clean with a well-lit waiting area, current magazines, a clean electronic menu board, a cashier's area free of extraneous papers and receipts, and a clean restroom that had ample paper products and a working air hand-dryer.

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 Other
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)

Early in the visit, Tiffany came by and went over the services that were recommended by mileage. As she went through these recommendations, she asked if I had gotten them done at some other shop and let me know that they stored all of the services that they performed at any of their locations in the computer for later reference. I specifically asked what an injector cleaning service involved and why it was recommended. Tiffany explained that a solution was added both to the gasoline tank and dripped into the engine vacuum to clean out the fuel injectors. Cleaning them out could improve acceleration and gasoline mileage. I found that answer and explanation reasonable and understandable.

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)

It was very busy and all of the employees were helping each other in the bay area. When my car was complete, it was clean and free of fingerprints with windshield washed and floors vacuumed. My tire pressures were checked and adjusted, as noted on my receipt.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Chelsea
...Gender	Female
...Age	31-40
...Height	5 ft 4 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?	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)

At the closing, Assistant Manager Chelsea went over each of the services that were performed on my vehicle, let me know that a reminder sticker for my next appointment was installed on my car, and let me know of their top-off policy for fluids that were low before my next oil change. She thanked me by name and said she looked forward to seeing me again in three months. One of the male technicians saw me going to my car, smiled, waved, and said, "Thank you for coming by today."

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: