



YOUR SCORE

100%

70/70 points

LOCATION AVG YTD

98%

5 Evaluations

EVALUATION # 3140824

04-03-2018

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**

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

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%	✓ 100%	-- +0%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		4/3/2018
2. Day:		Tuesday
3. Time In:		8:30 AM
4. Time Out:		9:12 AM
5. Total mileage on your car (odometer reading):		258959
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):		\$47.99
Total Amount Spent:		\$46.06

GREETING 100% (9/9)

1. How long before you were greeted?		00:15 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?		Good morning Sir. What can we do for you?
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?		35:00 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 associate approached my car and greeted me with a friendly comment. She made excellent eye contact when speaking. After identifying the type of service I needed, she asked me to leave the key in the car and that the waiting room was available. I asked about the length of the time and I was quoted about 35 minutes.

TECHNICIANS 100% (7/7)

Technician Name:		Woody
...Gender		Male
...Age		51-60
...Height		5 ft 9 in
...Hair Color		Other
...Other distinguishing characteristics		he was bald
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.)		31:00
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)

The technician checked on me in the waiting room. His primary comment was that the vehicle was close to being ready for completion and it was in good condition. He was uniform and presentable in appearance.

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 store appearance was clean, orderly, and in excellent condition. The chairs were comfortable. The TV was on and there were plenty of reading material that was current. The temperature was excellent. The restroom was clean, odor-free, and well stocked. The menu board and the cashier counter was neat and orderly.

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 Air Filter in cab 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)

My Maintenance Review Presentation took place at the end was given by the cashier. She reviewed everything that was part of the recommended service and explained that each item normally is associated with the mileage. There was no pressure to purchase, but a friendly reminder that they can do the job if I wanted to authorize the work.

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)

The associates in the bay were all busy working or doing some type of task. My vehicles was clean and in better condition when I picked it up.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:		Tiffany
...Gender		Female
...Age		41-50
...Height		5 ft 3 in
...Hair Color:		Brown
...Other distinguishing characteristics		glasses
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)

The cashier called me to the counter. She turned the computer screen toward me and reviewed all of the service checks that were done. She reminded me of the top-off policy and when my next service date would be. She processed my payment correctly and provided me the necessary documentation. She then spoke a friendly parting comment. No one said anything as I was leaving because everyone was busy working.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?		N/A
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:

My service experience was excellent and I was treated like a valued customer.