



YOUR SCORE

99%
69/70 points

LOCATION AVG YTD

98%
5 Evaluations

EVALUATION # 3164871

05-07-2018

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

99% **92%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 99%	✓ 100%	▼ -1%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 95%	✓ 100%	▼ -5%
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:		5/7/2018
2. Day:		Monday
3. Time In:		10:07 AM
4. Time Out:		10:47 AM
5. Total mileage on your car (odometer reading):		36014
6. # of cars waiting outside bay to be serviced:		5
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$47.99

GREETING 100% (9/9)

1. How long before you were greeted?		01:12 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?		How may I help 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?		60:00 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)

Upon arrival, I was greeted within a minute and asked how I was. I mentioned I needed an oil change. The employee mentioned it would take an hour. The greeting was warm and friendly. The greeter was eye level with me throughout the conversation.

TECHNICIANS 100% (7/7)

Technician Name:		Chelsea
...Gender		Female
...Age		31-40
...Height		5 ft 9 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.)		30:10
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 that was creased, clean and presentable. it took thirty minutes to be serviced. The technician was polite and friendly throughout the conversation with me.

STORE APPEARANCE 95% (20/21)

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?	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?	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 overall curb appeal was clean and well maintained. Both indoor and outdoor signage was appropriate. The condition of the cashier areas was clean and well organized, with brochures, promotions and pens. There was reading material. The restroom, for most part, was clean, except the ceiling fan was dusty and the sink was dirty with debris. There was ample supply of the paper towels. There was ample lighting. All the windows were clean. The menu boards were easy to read and were maintained.

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?		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)

The technician was eye level with me throughout the conversation. The technician and the cashier went over everything was done to the car. They topped off all the essential fluids, brought up tire pressure to thirty-five psi, washed the windshield and vacuumed the car. I asked how to how keep the car running efficiently. I was told to rotate tires every three months and maintain the tire pressure. The technician mentioned since my car was in great shape it did not need additional service. I was not pressured into buying anything.

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)

All the required fluids were checked and windshield washed. The car was vacuumed. The tire pressure was checked and brought up to thirty-five psi. The technician left the car without any fingerprints, dirt and grime. All the employees were productive while the car was serviced.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Chelsea
...Gender	Female
...Age	31-40
...Height	5 ft 8 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)

All the services were explained to me professionally upon checkout. The cashier also mentioned their computer tracked my car history. She explained the top off policy, where they topped off any essential fluids that fell below levels until my next oil change at any of their locations, at no charge, except the brake fluid. I was reminded to comeback and I was provided receipt. there was a reminder sticker for the next oil change was placed at the driver side. I was thanked I was leaving the bay by the employees.

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?	Yes

...IF YES, PLEASE EXPLAIN: