



YOUR SCORE

91%
64/70 points

LOCATION AVG YTD

95%
12 Evaluations

EVALUATION # 3025660

10-31-2017

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 **95%**
Company **91%**
Your Rank **4/43**
Your Percentile **93rd**

Location avg (12) 95%
District avg (72) 95%
Region avg (96) 94%
Company avg (416) 91%

COMPANY RANK YTD

4/43

THIS SCORE VS COMPANY YTD

91% **91%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	91%	100%	-9%
Greeting	78%	100%	-22%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	83%	100%	-17%
Service	100%	100%	-- +0%
Closing	83%	100%	-17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		11/17/2017
2. Day:		Friday
3. Time In:		11:05 AM
4. Time Out:		11:37 AM
5. Total mileage on your car (odometer reading):		37933
6. # of cars waiting outside bay to be serviced:		0
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$89.99
Total Amount Spent:		\$90.04

REETING 78% (7/9)

1. How long before you were greeted?		00:00 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)	0/2	No
5. What was the greeting?		Hi. How can I help 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?		45:00 min:sec

REETING 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)

There were no other cars getting serviced when I pulled up. I wasn't sure what bay they wanted me to pull into so I waited for someone to wave me in. Richard saw me pull up and waved me into the first bay. He helped me pull up and let me know when to stop with hand signals. He then approached my car immediately, greeted me and asked how he could help me. I said I needed an oil change. He said, "No problem," walked away and sent Joy over. She asked if I had ben there before and I said yes. She asked if I wanted the same service I had last time and I said yes, a basic oil change. She read the mileage in the car and then I asked her if I could also get my tires rotated. She said, "Of course." She said the wait would be about 45 minutes with the rotation. I could have a seat inside and to leave the keys in the car. She didn't bend down to speak with me. They did place a plastic seat cover over my seat and a paper mat on the floor and removed them both once they pulled my car out of the bay.

TECHNICIANS 100% (7/7)

Technician Name:		Richard
...Gender		Male
...Age		41-50
...Height		5 ft 10 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.)		21:15
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 technicians were all in uniform and had either a name tag or names embroidered onto their shirts. The technician was friendly. My car was serviced quickly and within the quoted time frame.

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.)		No
...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 waiting room was very clean and had current magazines on the table located beside the chairs. The outside was well kept, with no trash anywhere. The cashier area was neat and organized. The bathroom was clean and well stocked. The trash bins weren't full. The TV was on. The signage was displayed and understandable.

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 asked Joy if they would check the tread on my tires and let me know if I needed to get new ones. She did say they checked them and they won't rotate them if the tires on the back were better than the ones on the front. When my car was done, Joy called me up to check out. I asked why my tires hadn't been rotated and she said because the good ones were already on the back so they opted not to do the rotation. She went through the checklist with me and mentioned the tires again. She also let me know the service engine light was on when I arrived. She said they reset my oil life and topped off all fluids. She said there wasn't any mileage services due for my car yet. She didn't offer me any addition services.

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)

They vacuumed the car outside of the bay. When they were done with that they moved it over to the next bay for my oil change. I saw Richard washing my windows. A technician refilled my fluids. They did a good job vacuuming and cleaning the windows, I didn't notice any streaking or fingerprints. They did pull up the emergency brake when they pulled my car out when it was finished.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Joy
...Gender	Female
...Age	21-30
...Height	5 ft 7 in
...Hair Color:	Black
...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?	0/2	No
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)

When I paid my bill and she gave me my total, it was a lot more than what I expected. I said I had asked for the basic oil change and she had to remind me my car took a special oil so it was more. I hadn't gotten an oil change in a while and had forgotten, so I apologized. She gave me my military discount, but I didn't ask for it. She did not let me know the computer tracks my services, but did remind me of the top off service. There was a bit of an issue printing out my receipt. My credit card receipt printed, but the itemized one did not want to. I waited for a few minutes and Joy said she could email it to me.

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: