



YOUR SCORE

94%
66/70 points

LOCATION AVG YTD

95%
12 Evaluations

EVALUATION # 3042969

11-09-2017

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

94% **91%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	94%	91%	+3%
Greeting	89%	78%	+11%
Technicians	100%	100%	-- +0%
Store Appearance	95%	100%	-5%
Maintenance Revie...	100%	83%	+17%
Service	100%	100%	-- +0%
Closing	83%	83%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		12/9/2017
2. Day:		Saturday
3. Time In:		2:50 PM
4. Time Out:		3:25 PM
5. Total mileage on your car (odometer reading):		138089
6. # of cars waiting outside bay to be serviced:		02
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$42.92

GREETING 89% (8/9)

1. How long before you were greeted?		01:19 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 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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		30:00 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)

I was greeted right away. Cassandra helped me. She asked, "How may I help you?" I mentioned I needed an oil change, and she mentioned that it would take thirty minutes. She was eye level me with throughout the conversation with me and the greeting was warm. I did not see floor mats and seat covers being used.

TECHNICIANS 100% (7/7)

Technician Name:		Cassandra
...Gender		Female
...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.)		30:00
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 was in uniform and the appearance was presentable. I was quoted thirty minutes for an oil change, and it was done in thirty minutes. The technician was polite and friendly.

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.)		No
...Was reading material current and easily accessible? (N/A if you stayed in your car.)	0/1	No
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 overall curb appeal and landscaping was excellent and it was being maintained. Both indoor and outdoor signage was working properly. The cashier and waiting area were clean and free of any drinks, debris or dust. There was no reading material available but the TV was working properly. There was no coffee. The bathroom was clean and had ample supply of hand towels and tissue. There was ample lighting existed both indoor and outdoor. All of the windows were clean, and all of the menu boards were being 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?		Yes
7. If yes, check off the services that the technician offered.		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)

The technician was eye level with me throughout the conversation with me and went over with me all the items on the list of thing needed to be done on the car based on the manufacturer's recommendation. I asked what the duration of the Raditor flush was, and she mentioned every sixty thousand miles it should be done. The preventive maintenance was also reviewed based on the mileage and manufacturer's recommendation. A transmission flush, radiator flush, fuel injector cleaner service, and the power steering service were all recommended. I did not feel pressure to purchase 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 of the essential fluids were topped off and car was vaccumed and windshield was washed. The tire pressure was brought up to thirty-five psi. The technician left the car free of fingerprints, dirt and any grime.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Cassandra
...Gender	Female
...Age	21-30
...Height	5 ft 7 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?	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)

All of the services done were explained to me professionally while being checked out. All of your essential fluids has been topped, the oil filter replaced, chasis lubricated, components checked, but did not mentioned that the computer tracks history. She also informed me that reminder sticker has been placed on the driver's side. I was thanked by my name and asked to come back again. I was thanked after the car has been serviced and walking out of the bay area.

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:

When the phone rang it was picked up in one ring. Based on the service I received I would come back. The price paid was worth the value of the service.