



**YOUR SCORE**

**94%**  
66/70 points

**LOCATION AVG YTD**

**95%**  
12 Evaluations

**EVALUATION # 3054536**

12-29-2017

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**

**COMPANY RANK YTD**

**4/43**

**THIS SCORE VS COMPANY YTD**

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

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	94%	94%	-- +0%
Greeting	100%	89%	+11%
Technicians	71%	100%	-29%
Store Appearance	100%	95%	+5%
Maintenance Revie...	83%	100%	-17%
Service	100%	100%	-- +0%
Closing	100%	83%	+17%

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

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		12/28/2017
2. Day:		Thursday
3. Time In:		1:35 PM
4. Time Out:		3:05 PM
5. Total mileage on your car (odometer reading):		93911
6. # of cars waiting outside bay to be serviced:		2
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$51.29

### REETING 100% (9/9)

1. How long before you were greeted?		00:05 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?		Welcome to Jiffy Lube. Are you here for an oil change?
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)**

I pulled up behind one car waiting in the bay and was quickly greeted by Tiffany. After the greeting, she addressed me by the name of the previous owner of this vehicle. When I explained, she apologized, then wrote down my name and information, along with the odometer reading from the car. Tiffany proceeded to ask what type of oil change I wanted and I said the regular one. Then, I asked her if there was any big difference between the different oils. She replied that after 75000 miles they recommend to use a high mileage oil. I told her that maybe next time I would do it and she finished the intake procedure, took the keys and invited me to wait in the waiting area.

### TECHNICIANS 71% (5/7)

Technician Name:		Tiffany
...Gender		Female
...Age		31-40
...Height		5 ft 3 in
...Hair Color		Black
...Other distinguishing characteristics		Tattoos on arms
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.)		110:00
4. Was this time within the original quoted time frame?	0/2	No
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 neat in appearance and in uniform. The technician was friendly and polite. The time of service exceeded the quoted time of 45 minutes.

**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 inside and outside of this shop was very well maintained and landscaped. The interior was clean, with minimal fingerprints on the front door glass. The bathroom was clean, well lit, smelled good and there were enough supplies. There was no coffee at this location, but there was reading material and the big screen TV.

**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)**

The cashier reviewed the services with me. My question was answered clearly. Maintenance due by mileage or additional services were not mentioned.

**SERVICE 100% (9/9)**

1. Were the required fluids checked?	1/1	Yes
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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 ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)**

All service points listed were attended to on my car. It was vacuumed and had the tire pressure checked. The car looked very nice and clean when I got it back. There were only two technicians working during the time I was there and they were both quite busy.

### CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Unknown
...Gender	Female
...Age	21-30
...Height	5 ft 1 in
...Hair Color:	Brown
...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?		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)**

At the closing of this shop, the cashier went over all the services that were performed. She reminded me of the free top-off policy and told me when I should come back. She printed up the receipt and thanked me by name as I left. Outside, no other employees thanked me for coming. By that time a few others had started working.

### 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:	9
5. Could anything have been done to make your experience better?	Yes

**...IF YES, PLEASE EXPLAIN:**

Despite the long wait, I would come back to this location.