



YOUR SCORE

94%

66/70 points

LOCATION AVG YTD

94%

5 Evaluations

EVALUATION # 3071879

01-22-2018

Survey: General

078506

078506

826 Kamehameha Hwy
Flagship FastLube - Pearl City
Pearl City HI 96782 US

Location: 078506

District: 0785

Region: Western

078506: 078506: YTD

Location **94%**
Company **92%**
Your Rank **15/40**
Your Percentile **64th**

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

COMPANY RANK YTD

15/40

THIS SCORE VS COMPANY YTD

94%
This Evaluation

92%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	94%	96%	-2%
Greeting	100%	89%	+11%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	67%	83%	-16%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		1/22/2018
2. Day:		Monday
3. Time In:		4:28 PM
4. Time Out:		5:11 AM
5. Total mileage on your car (odometer reading):		72847
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):		\$42.92
Total Amount Spent:		\$42.92

REETING 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?		"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)

A technician saw me driving up and went to grab his tablet so he could be by my door almost as soon as I had my window down. He was upbeat and friendly. He offered help. I was quoted a 45 minute wait.

TECHNICIANS 100% (7/7)

Technician Name:		Paul
...Gender		Male
...Age		31-40
...Height		5 ft 10 in
...Hair Color		Brown
...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.)		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 acted professionally, yet was friendly. He addressed me with respect and gave me his full attention. He was in uniform. The service took about a half an hour.

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.)		Yes
...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 exterior of the store was very clean. There was no trash visible. The interior was clean, as well. The cash register area was free of clutter. The sitting area had a TV playing automotive programming, with pieces of regular TV programs in between. There was free coffee available, as well as snacks and other drinks available for purchase. The restroom was clean and had no foul odors. It was well stocked.

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.		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 maintenance review was done by the cashier. She went over the services done to the vehicle and also the recommended services that were listed. She did not make me feel pressured to have the services done. I also asked another technician about a service and how it was performed since the cashier was not familiar. I explained I would bring in my other car for that service if they could do it. He explained the process and the cost.

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)

It looked like all of the employees were keeping busy. I was told the vehicle's fluids were checked, the tire pressure was also checked and the windshield was washed. The floors were vacuumed. There were no fingerprints or handprints left on the vehicle by anyone.

CLOSING 67% (8/12)

Cashier/Employee at Closing Name:	Korey
...Gender	Female
...Age	21-30
...Height	5 ft 4 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?	0/2	No
3. Did the cashier remind you of a free top off policy?		No
4. Were you reminded when to come back?	0/2	No
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)

I was not told the computer kept track of service done to the vehicle and not reminded of the free top-off policy. The cashier did not remind me when to return, but there was the windshield reminder sticker placed on the vehicle. She thanked me as I was leaving. No one thanked me as I was leaving, but the vehicle was parked immediately to the side of the front door and was out of view from any of the work bays.

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?	Yes

...IF YES, PLEASE EXPLAIN:

The cashier could have reminded me of the top-off policy and reminded me to return.