



YOUR SCORE

92%

61/66 points

LOCATION AVG YTD

94%

5 Evaluations

EVALUATION # 3113502

02-28-2018

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**

COMPANY RANK YTD

15/40

THIS SCORE VS COMPANY YTD

92%
This Evaluation

92%
YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	92%	94%	-2%
Greeting	100%	100%	-- +0%
Technicians	100%	100%	-- +0%
Store Appearance	95%	100%	-5%
Maintenance Review...	60%	100%	-40%
Service	100%	100%	-- +0%
Closing	100%	67%	+33%

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

QUESTION		SCORE	ANSWER
Oil Change			Yes
Car Wash			No
1. Shop date:			3/3/2018
2. Day:			Saturday
3. Time In:			5:07 PM
4. Time Out:			5:34 PM
5. Total mileage on your car (odometer reading):			147054
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):			\$47.99
Total Amount Spent:			\$50.25
GREETING 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?			Hello! 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?			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)			
Immediately after I pulled up to the open bay, the employee greeted me with a friendly hello. I was exiting the car when he came around to the driver's side and asked, "How can I help you?" I was quoted a service time of 30 minutes for an oil change.			
TECHNICIANS 100% (7/7)			
Technician Name:			Antoine
...Gender			Male
...Age			21-30
...Height			5 ft 10 in
...Hair Color			Black
...Other distinguishing characteristics			None
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.)			27:10
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 the greeter. When I asked if it was possible to get an oil change, he replied, "Of course!" When he enter the license plate number on his tablet, he had me review my address and other information for accuracy. He then asked if I wanted the same service as last time I had visited. I told him that I just needed a basic oil change.

STORE APPEARANCE 95% (18/19)

1. How was the overall curb appeal?	1/2	Acceptable
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?	0/0	N/A
8. Did ample lighting exist?	2/2	Yes
9. Were all windows clean?	2/2	Yes
10. Were menuboard 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 well maintained, even though there was construction activity going on in the area. The inside of the store was extremely tidy and well organized. The waiting area was large and clean. Some of the chairs looked a bit worn, but they were clean and comfortable.

MAINTENANCE REVIEW PRESENTATION 60% (6/10)

1. Was the technician at eye level with you while doing the presentation?	0/2	No
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.)	0/2	No
4. If yes, were your questions answered so you understood each product or service?	0/0	N/A
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.		Air Filter in cab Transmission Service
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)

At no time during the visit did a technician consult me about the service being performed or recommendations for service. The cashier was the person that explained what was recommended by referring to a checklist that was provided to me with the invoice. At no time did I have the opportunity to inquire about or request additional services until paying for the oil change. The tech did not answer any questions and no one was at eye level with me explaining the services. Although additional services were recommended via a checklist, I would have had to return at a later date to have them performed.

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)

There was no way to see the service area from the waiting area at this location. The vehicle was vacuumed and free from dirt and grime when the service was completed.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Lei
...Gender	Female
...Age	21-30
...Height	5 ft 2 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		No

the shop thank you?

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)

The cashier was very friendly and efficient. She explained what services had been performed and made sure I knew about the top-off policy and the reminder sticker. No other employees were in the vicinity as I exited the waiting area to retrieve my car, and therefore did not have the opportunity to thank me as I was leaving.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	N/A
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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?	Acceptable
4. Please rate your overall experience:	8
5. Could anything have been done to make your experience better?	No

...IF YES, PLEASE EXPLAIN: