



YOUR SCORE

97%
67/69 points

LOCATION AVG YTD

94%
5 Evaluations

EVALUATION # 3166152

04-30-2018

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

97% **92%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	97%	94%	+3%
Greeting	75%	100%	-25%
Technicians	100%	100%	-- +0%
Store Appearance	100%	90%	+10%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	100%	83%	+17%

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:		5/6/2018
2. Day:		Sunday
3. Time In:		4:30 PM
4. Time Out:		5:08 PM
5. Total mileage on your car (odometer reading):		99343
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):		\$49.40
Total Amount Spent:		\$49.40

GREETING 75% (6/8)

1. How long before you were greeted?		00:40 min:sec
2. Was this an appropriate amount of time?	2/2	Yes
3. Was the greeting warm and friendly?	0/2	No
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?		What can we do for 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?	0/0	N/A
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

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)

When I arrived, I sat in the car for a few seconds. I saw a technician, but he didn't seem like he was going to approach me. I got out of the car and he then came up to me. I didn't say anything at first and he just looked at me. I said, "Hi," and he asked me what he could do for me. I said an oil change. He then had me walk over to his computer so he could get additional information. After he hand wrote the form, he handed me a copy. He said it would take 30 to 45 minutes and I could wait inside. I did not see if they had put a floor mat in the vehicle.

TECHNICIANS 100% (7/7)

Technician Name:		Tedric
...Gender		Male
...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 seemed a bit hesitant in speaking, however, he was polite and had a slight smile. He was in uniform and had a neat appearance. The service was completed 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.)		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 waiting room was very clean. It was also a small store where you could buy cold drinks and flavored coffees. There was a small coffee area for those waiting, with an air pump container with coffee. It was well lit and had TVs playing in-house programing. The restroom was very clean and well stocked. There were no foul odors. The door locked and unlocked easily.

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 technician came into the waiting area to talk. He sat down next to me and went over a couple of mileage-based recommendations. He did ask if I wanted to get them done then, but I politely said no. He did not push to get the services done.

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 ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)

The car was free from any hand or fingerprints. The floors were vacuumed. The tire pressure was checked, and the windshield was washed. The employees were working diligently.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Kasey
...Gender	Female
...Age	21-30
...Height	5 ft 4 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 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)

The cashier went over all the items serviced on the invoice. She reminded me when to return and highlighted the information on the invoice. She used my first name when going through the services and reminded me of the top-off policy. She rang up my transaction, then thanked me. I was not thanked by other employees as I was leaving.

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

...IF YES, PLEASE EXPLAIN:

The initial technician could have been more assertive and greeted me when I arrived. Other than that, everything went fine.