



**YOUR SCORE**

**90%**  
61/68 points

**LOCATION AVG YTD**

**90%**  
4 Evaluations

**EVALUATION # 3114037**

02-28-2018

Survey: General  
078501

078501  
961 Center Street  
Flagship Fastlube - Wahiawa  
Wahiawa HI 96786 US

Location: 078501  
District: 0785  
Region: Western

**078501: 078501: YTD**

Location **90%**  
Company **92%**  
Your Rank **28/40**  
Your Percentile **31st**

Location avg (4) 90%  
District avg (28) 94%  
Region avg (36) 92%  
Company avg (160) 92%

**COMPANY RANK YTD**

**28/40**

**THIS SCORE VS COMPANY YTD**

**90%** This Evaluation      **92%** YTD Average

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	90%	99%	-9%
Greeting	89%	89%	-- +0%
Technicians	100%	100%	-- +0%
Store Appearance	90%	100%	-10%
Maintenance Revie...	100%	100%	-- +0%
Service	78%	100%	-22%
Closing	83%	100%	-17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		3/3/2018
2. Day:		Saturday
3. Time In:		2:57 PM
4. Time Out:		3:29 PM
5. Total mileage on your car (odometer reading):		51856
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):		\$48.05
Total Amount Spent:		\$88.99

**GREETING 89% (8/9)**

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 today.
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?		No
...If yes, how long were you quoted?		

**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)**

The service person saw my car enter the driveway as I drove over the bell and she immediately grabbed her tablet and approached my car, waited for me to roll down my window and asked me in a courteous professional manner how she could help me. I was not able to see her name tag. She said that the oil type that I used the last time the car was served was a full synthetic oil and asked if that was the same type I was looking to get. When I agreed, she said that I could leave the car there and wait in the waiting room. I did not see them put any car mats in the car, and the car went quickly into the service bay. I was not quoted a service time.

**TECHNICIANS 100% (5/5)**

Technician Name:		Unknown
...Gender		Female
...Age		21-30
...Height		5 ft 1 in
...Hair Color		Black
...Other distinguishing characteristics		Hair pulled up
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.)		31:35
4. Was this time within the original quoted time frame?	0/0	N/A
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 initial service person was professionally dressed in a clean uniform and well groomed. She spoke clearly and was friendly and courteous. She did not give me an estimate of how long it will take, but she did approach me quickly and was able to help me quickly. Her uniform was clean and pressed, and she did have a name plate but I was not able to read the tag.

**STORE APPEARANCE 90% (19/21)**

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?	0/2	No

**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 landscape was clean and neat and free of rubbish or leaves. The indoor and outdoor signage was clean and clear, appropriate and appealing. Hot coffee was available and the magazines and waiting area was well kept and the magazines were current. There were TV shows on, with advertising which explained different aspect of car maintenance. There were no price menus/signs around so it was difficult to figure out how much things were and what other services were available. The cashier area was clean of clutter and looked professional. It had some information about the products used and gift cards available as well as some leadership posters. The lighting in the waiting area was bright with a lot of clean picture windows. The restrooms were clean and had ample supplies available.

**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?		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 called out my car, and I went to the counter. She then told me that my car was finished and went over the cost of the oil change, and asked if anyone told me about the suggested maintenance. I said no one did, so she said that they would suggest to do a fuel injection cleaning and explained how after a certain amount of miles it's good to do. I asked if there was anything that the service technician saw that would indicate a need. She said no, it was just something good to do when the car gets to a certain amount of miles. I didn't feel pressured to have to do the service. She did ask if there was anything else that I wanted. No other services were suggested.

**SERVICE 78% (7/9)**

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?	0/2	No
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)**

Once the car went into the service bay, it appeared as though someone was working on the car at all times. The employees out there were always working on something and did not appear to take a break. They seemed to work well together and seemed to know what they were doing. I did not see them vacuum the car, but I saw that someone used the squeegee on the windshield. I did not see anyone put a mat on the floor, nor did I see any mat get taken out of the car when they drove it up to the front door. The car seemed free of fingerprints, dirt and grime. They did not say anything about tire pressure being checked, nor did I see anyone putting air in the tire.

**CLOSING 83% (10/12)**

Cashier/Employee at Closing Name:	Paige
...Gender	Female
...Age	21-30
...Height	5 ft 3 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?		No
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?	0/2	No
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 was very professional, spoke clearly and was well groomed and clean. She went over the oil service and the fee, and handled the transaction clearly and professionally. She did say that she would walk out with me to my car to put the reminder sticker on the windshield which will let me know when the next time my car needs an oil change, and that they will have my car information in the computer. She did not thank me by name but she did thank me after she returned my credit card and stapled my receipt to the invoice. She did not explain the top-off policy. She also answered my questions clearly and professionally, and highlighted information about the oil change on the invoice. When I walked out with her she said goodbye but no one else was around the area at that time.

**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?	Acceptable
4. Please rate your overall experience:	8
5. Could anything have been done to make your experience better?	Yes

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

The phone did not ring while I was there. The service was excellent, however I did not get the full overview of what was done. Also, there wasn't a menu board so it was hard to see what was done expect for looking at my invoice.