



**YOUR SCORE**

**90%**  
63/70 points

**LOCATION AVG YTD**

**90%**  
4 Evaluations

**EVALUATION # 3145591**

04-13-2018

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%	81%	+9%
Greeting	89%	44%	+45%
Technicians	100%	100%	-- +0%
Store Appearance	81%	100%	-19%
Maintenance Revie...	100%	67%	+33%
Service	100%	100%	-- +0%
Closing	83%	67%	+16%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		4/11/2018
2. Day:		Wednesday
3. Time In:		10:07 AM
4. Time Out:		10:26 AM
5. Total mileage on your car (odometer reading):		133665
6. # of cars waiting outside bay to be serviced:		03
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$47.99

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

1. How long before you were greeted?		01:21 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?		How may 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?		Yes
...If yes, how long were you quoted?		30:15 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)**

Upon arrival, I was greeted right away. The greeting was warm and friendly. The greeter was eye level with me throughout the conversation. He asked how he could help me with my car needs. I was quoted thirty minutes for the oil change. A mat or cover were not placed in my vehicle.

**TECHNICIANS 100% (7/7)**

Technician Name:		Autum
...Gender		Female
...Age		21-30
...Height		5 ft 8 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.)		16:30
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 in uniform, which was presentable in appearance. I was quoted thirty minutes for an oil change, but it was done less than thirty minutes, fairly fast. The technician was polite and friendly.

**STORE APPEARANCE 81% (17/21)**

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?	1/2	Acceptable
...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?	1/2	Acceptable
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?	0/2	No
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 overall curb appeal and the landscaping were maintained and clean. Both the indoor and outdoor signage was working properly and presentable. The condition of the cash register was clean and well organized. The waiting area had some dust beneath the tire display case, chairs and the floor mats. The windows had some smudges. There was coffee available and reading material, both were neatly placed easy to access. The bathroom, for the most part, was very clean, except the ceiling fan was filled with debris. There was ample supply of hand towels and soap. There was ample lighting. All the menu boards were clean.

**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.		Air Filter in cab
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 was eye level with me throughout the conversation. Both the technician and the cashier went over what was done. The additional service recommended was the air filter replacement. I did not feel pressured to purchase anything.

**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)**

All the required fluids were checked and the windshield washed. The car tire pressured was brought up to the manufacturer recommendation of thirty-five psi. The technician left the car free of fingerprints, dirt, and grime. All the employees were productive while the car was being serviced.

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

Cashier/Employee at Closing Name:	Paige
...Gender	Female
...Age	21-30
...Height	5 ft 8 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?	0/2	No
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?	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?		Yes

**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)**

All services done to the car was professionally at the time of checkout. There was no mention the computer tracks my car's history. The top off policy was not mentioned. I was reminded to come back for the next oil change and told they placed reminder sticker for the next oil change. I was thanked and the cashier said they would see me again for the next oil change.

**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:

10/Excellent

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

Yes

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

Whenever the phone rang it was picked up within a ring and based on the service level, I would come back. The price paid for the oil change was worth the value for the money. It could be even better if there oil change package offered an air filter part of the package.