



YOUR SCORE

91%
64/70 points

LOCATION AVG YTD

93%
12 Evaluations

EVALUATION # 3002125

09-30-2017
Survey: General
078501
078501
961 Center Street
Flagship Fastlube - Wahiawa
Wahiawa HI 96786 US
Location: 078501
District: 0785
Region: Western

COMPANY RANK YTD

19/43

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	91%	94%	-3%
Greeting	89%	56%	+33%
Technicians	100%	100%	-- +0%
Store Appearance	86%	100%	-14%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	83%	100%	-17%

THIS SCORE VS COMPANY YTD

91% **91%**
This Evaluation YTD Average

078501: 078501: YTD

Location **93%**
Company **91%**
Your Rank **19/43**
Your Percentile **57th**

Location avg (12) 93%
District avg (72) 95%
Region avg (96) 94%
Company avg (416) 91%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		10/18/2017
2. Day:		Wednesday
3. Time In:		11:23 AM
4. Time Out:		12:22 PM
5. Total mileage on your car (odometer reading):		127578
6. # of cars waiting outside bay to be serviced:		3
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$45.99

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?		Hi. How may 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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		60:00 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)

I was greeted within a minute and AJ asked how he could help me. I mentioned I need an oil change. He said an oil change will roughly take forty-five minutes to an hour. The greeting was warm and friendly. AJ was eye level with me throughout the conversation. A floor mat was not put in before the car went into service.

TECHNICIANS 100% (7/7)

Technician Name:		Peyton
...Gender		Male
...Age		31-40
...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.)		35:10
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 in uniform and had a presentable appearance. The time for the oil change was within quoted time. The technician was polite and friendly.

STORE APPEARANCE 86% (18/21)

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?	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?	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)

Both the indoor and outdoor signage were clean and neat. The cashier area was clean. There were no debris or dust around the cashier area. The waiting area had dust, debris on the ground, and dust on the carpet the windows had many smudges. Coffee was available. It was fresh. The coffee area was very clean, neat, well organized with all the utensils. All the reading material was tucked away neatly in a magazine rack. The restroom was very clean and neat, except for the hand towels were piling up in the waste basket. There was ample supply of the paper tissue. There was ample lighting both indoor and outdoor. Windows had smudges and hand marks on them. All the menu boards were maintained and easy to read.

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.		Tire Rotation 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)

Peyton was eye level with me throughout the conversation. Peyton went over all the services that were done to the car, such as all essential fluids had been replaced and the tire pressure brought up to thirty psi. I asked why is it necessary for a fuel system cleaning. He mentioned it prevented knocks, dirt, debris from the fuel system and allows smooth ridership when such cleaning done. The cashier mentioned having the tires rotated and fuel system cleaned. I was not pressured.

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 car's essential fluids were checked and refilled. The windshield was washed. The car was vacuumed and the tire pressure was brought up to thirty psi. The technicians left my car free from fingerprints, dirt and grim. All the employees were being productive while the car was being serviced.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Ashueroy
...Gender	Female
...Age	Under 20
...Height	4 ft 9 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)

Ashurroy rang me out professionally and told me a reminder sticker had been placed for next oil change on the driver side. I was provided with a receipt and thanked with my name while leaving the premises and invited to come back. I was also thanked by other employees upon leaving the premises.

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

...IF YES, PLEASE EXPLAIN:

When the phone rang, it was picked up in one phone ring. The waiting area floors and the windows could have been cleaner.