



**YOUR SCORE**

**99%**  
69/70 points

**LOCATION AVG YTD**

**93%**  
12 Evaluations

**COMPANY RANK YTD**

**19/43**

**EVALUATION # 3041351**

11-30-2017

Survey: General  
078501

078501

961 Center Street  
Flagship Fastlube - Wahiawa  
Wahiawa HI 96786 US

Location: 078501  
District: 0785  
Region: Western

**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%

**THIS SCORE VS COMPANY YTD**

**99%** **91%**  
This Evaluation YTD Average

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	99%	97%	+2%
Greeting	89%	100%	-11%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	83%	+17%
Service	100%	100%	-- +0%
Closing	100%	100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		12/8/2017
2. Day:		Friday
3. Time In:		12:36 AM
4. Time Out:		12:00 PM
5. Total mileage on your car (odometer reading):		157980
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):		\$48.16
Total Amount Spent:		\$48.16

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

1. How long before you were greeted?		02:34 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, I'm sorry to keep you waiting. How can we 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?		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 pulled up to the lane, there was one car on each side of me. One car which was ahead of me was driven into the bay to be serviced. I waited for a few minutes while the technician checked in a customer next to me. When it was my turn, the technician greeted me, apologized for the time I had to wait and asked what service I needed. After I asked for an oil change, the technician handed me the pad so that I could fill in my name, phone number and address. Once that was complete, she informed me that the service would take anywhere from 30 - 45 minutes. She explained that my oil would be topped off with a maximum of five quarts good for 3,000 miles. I did not see the check-in technician place a cover over the seat or floor of my vehicle before it went to the bay area.

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

Technician Name:		Peyton
...Gender		Male
...Age		21-30
...Height		5 ft 7 in
...Hair Color		Black
...Other distinguishing characteristics		The technician wore glasses and had a beard and mustache.

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

44:05

done.)

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)**

I observed two technicians working on my vehicle. There was a female technician in the bay area who was checking on the oil and levels. I did not meet or interact with that particular technician. I did, however, meet and interact with a male technician who explained some of the issues found on my vehicle. He was very friendly and explained the issues he found in detail. I was able to understand what the problem was and what options I had to correct it. He was dressed in uniform and wore glasses. He had a beard and mustache. He kept eye contact when speaking to me and I did not feel pressured in any way to accept any of the recommendations he offered.

### 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 overall curb appeal was excellent. The exterior of the area was clean. There was no evidence of oil spills or debris on the exterior ground. The landscape was well maintained. The windows were clean and free of fingerprints and smudges. The interior of the waiting area was clean and well kept. The tables were clean and the chairs were in its places. There was a seating area with comfortable vinyl chairs which were clean. The magazines in the rack was organized neatly. The coffee station was very clean with a supply of cups and condiments filled and well organized. The cashier counter was clean and not cluttered.

### 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)

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?

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. Cooling System 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 idle on my vehicle ran very high and the technician explained that it was very common with my vehicle being a little older. An IAC valve needed to be replaced to fix the problem. I asked how intensive the labor would be and how long it would take to repair the problem. He recommended returning early morning during the week to speak with the mechanic who can further explain what would be required in the repair process. The technician looked up the part and further advised that the cost was substantial. I never felt pressured into purchasing or accepting anything I was not comfortable about.

### 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)**

My windshield was washed, the pressure was checked on my vehicle and complete vacuuming was performed. My vehicle was returned to me free of fingerprints, dirt or grime. All employees were being productive in the bay area as well as in the waiting room where the floor was swept and maintained.

### CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Azureray
...Gender	Female
...Age	21-30
...Height	4 ft 11 in
...Hair Color:	Brown

...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		Yes

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)**

When the invoicing was complete, the cashier rung up my transaction. She reminded me when I should return to have my oil checked and that there was a record of my visit to indicate what was found. I was given a receipt.

## 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:	10/Excellent
5. Could anything have been done to make your experience better?	No

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