



YOUR SCORE

91%
64/70 points

LOCATION AVG YTD

94%
5 Evaluations

EVALUATION # 3062103

01-12-2018

Survey: General
078503

078503

94-1235 Ka Uka Blvd
Flagship FastLube - Waipio
Waipahu HI 96797 US

Location: 078503
District: 0785
Region: Western

078503: 078503: YTD

Location **94%**
Company **92%**
Your Rank **16/40**
Your Percentile **62nd**

COMPANY RANK YTD

16/40

THIS SCORE VS COMPANY YTD

91% **92%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	91%	99%	-8%
Greeting	89%	89%	-- +0%
Technicians	100%	100%	-- +0%
Store Appearance	86%	100%	-14%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	83%	100%	-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:		1/8/2018
2. Day:		Monday
3. Time In:		10:09 AM
4. Time Out:		11:09 AM
5. Total mileage on your car (odometer reading):		30799
6. # of cars waiting outside bay to be serviced:		5
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$45.99
Total Amount Spent:		\$48.16

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?		120:00 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. The greeting was warm and friendly. The greeter was eye level with me throughout. I mentioned I needed an oil change. Tatiana mentioned it would be an hour and a half to two hours of wait time.

TECHNICIANS 100% (7/7)

Technician Name:		Gerald
...Gender		Male
...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.)		45:59
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 his appearance was presentable. The car servicing took little more time than usual due to there four cars in the bay and five waiting get in that included my car. The technician was polite and friendly.

STORE APPEARANCE 86% (18/21)

1. How was the overall curb appeal?	1/2	Acceptable
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.)		N/A
...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)

In front of the location, the trash can was filled up and overflowing. The landscape was maintained. Both indoor and outdoor signage was appropriate and working properly. The condition of the cashier area was clean, neat and maintained. The restroom was clean, with ample supplies of hand towels and soap. There was ample supply of lighting. The menu boards were clean. The windows had smudges and some dust. There was a trash can in waiting area filled up.

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 Air Filter in cab Transmission Service
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. The technician went over everything was done to the car, including what was required in the car, such as tire rotation, transmission fluid flush and air filters in the cabin and the car hood. I had questions about the two air filters in the car and the technician explained the cabin air filter controlled the environment inside the car and the other under the hood impacts your fuel economy of the car. I was offered the air filter, tire rotation and the transmission fluid flush.

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 topped and the windshield washed. The car was vacuumed properly. The tire pressure was brought up to thirty-two psi. All the employees were productive while the car was being serviced.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Tatiana
...Gender	Female
...Age	21-30
...Height	5 ft 2 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 the services were explained to me, but the cashier did not mention the computer tracks all the car history. The top off policy was not mentioned. I was reminded to come back and provided a receipt. There was a reminder sticker for next time on the windshield. I was thanked by my name and invited to come back again. As I walked out, the bay employees thanked me for coming.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	Yes
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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:

If the phone rang it was picked up within three phone rings.