



YOUR SCORE

96%
67/70 points

LOCATION AVG YTD

94%
5 Evaluations

EVALUATION # 3141347

04-10-2018

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**

Location avg (5) 94%
District avg (28) 94%
Region avg (36) 92%
Company avg (160) 92%

COMPANY RANK YTD

16/40

THIS SCORE VS COMPANY YTD

96% **92%**
This Evaluation YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	96%	91%	+5%
Greeting	89%	78%	+11%
Technicians	100%	100%	-- +0%
Store Appearance	100%	90%	+10%
Maintenance Revie...	100%	83%	+17%
Service	100%	100%	-- +0%
Closing	83%	100%	-17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		4/9/2018
2. Day:		Monday
3. Time In:		9:38 AM
4. Time Out:		10:23 AM
5. Total mileage on your car (odometer reading):		132610
6. # of cars waiting outside bay to be serviced:		02
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?		01:12 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?
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?		30:00 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 with a minute or so after I arrived. The greeting was warm and friendly. The greeter was eye level with throughout the conversation. She said, "How may I help you?" I mentioned I needed an oil change. I was quoted thirty minutes for an oil change. I did not see seat covers being used.

TECHNICIANS 100% (7/7)

Technician Name:		Christian
...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.)		30:00
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 it was presentable, and I was quoted thirty minutes for an oil change. The oil change time was within the quoted time.
The technician was polite and friendly.

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.)		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?	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 and landscape were clean and it was being maintained. The signage was appropriate and signs were being maintained. The cashier area and cash register was clean and free from any food or drinks. There was no coffee available, however there was reading material available and it was easily accessible. The restroom for most was very clean. There was an ample supply of the soap and hand towels. All of the menu boards were 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?		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 technician was eye level with me throughout the conversation. The technician and the cashier went over everything done to the car. The technician mentioned the car was in great condition and did not required any services at that time. I asked the technician about the how to increase fuel economy. I was told to rotate my tires every six months and always keep them inflated to what the car's specification calls for, in this case thirty-two psi. I was not pressured into buying 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 of the required fluids were checked and topped off, the windshield was washed and car was properly vacuumed. All of the tire pressure was brought up to the manufacturer's recommendation of thirty-two psi. The technician left the car free from fingerprints, dirt and grime. All of the employees were being productive while the car was being serviced.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Autumn
...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?		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 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 of the services done to the car were explained to me professionally at checkout. The cashier did not mention about the computer tracking the car's history. I was given a receipt, and a reminder sticker was put on the left upper corner of the windshield. I was thanked by my name. I was thanked by other employees while I was walking out of the car.

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:

When the phone rang it was picked up within one ring, Based on service I received I would come back and for the price I paid it was worth the value.
Overall it was an positive and great experience.