



YOUR SCORE

94%
66/70 points

LOCATION AVG YTD

94%
5 Evaluations

EVALUATION # 3181854

05-29-2018

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

94% This Evaluation **92%** YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	94%	96%	-2%
Greeting	78%	89%	-11%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	83%	100%	-17%
Service	100%	100%	-- +0%
Closing	100%	83%	+17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		5/28/2018
2. Day:		Monday
3. Time In:		9:26 AM
4. Time Out:		9:43 AM
5. Total mileage on your car (odometer reading):		127252
6. # of cars waiting outside bay to be serviced:		0
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$50.32
Total Amount Spent:		\$68.05

GREETING 78% (7/9)

1. How long before you were greeted?		02:17 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)	0/2	No
5. What was the greeting?		Hello. What kind of service can I help you with?
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?	1/1	Yes
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)

When I approached the front of the bay area, the employee looked up at me, then continued to help the previous customer. About a minute later, another employee saw me from the back of the garage, went to the computer area, picked up a clipboard and walked over to my car. She came up to my car and greeted me by using my name. She asked what type of service I was looking for and I told her an oil change. I had told her I wanted the semi-synthetic service. The employee pointed out if I saw an engine light go on, I'd need to pull over. She then asked for my keys and quoted me 30 minutes for the oil change. She spoke clearly and professionally. She was not at eye level.

TECHNICIANS 100% (7/7)

Technician Name:		Unknown
...Gender		Female
...Age		21-30
...Height		5 ft 5 in
...Hair Color		Black
...Other distinguishing characteristics		Glasses
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.)		15:49
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 initial technician was very professional and made effort to use my name based on the previous information obtained from the car history. She had a professional uniform on. The uniform was clean and neat, with no wrinkles or stains. She did not have a name tag on. She spoke clearly.

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.)		No
...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 location was clean and orderly. There was a lot of seating available and clean large windows that looked into the garage area. The walls and counters were clear of clutter. There was a refrigerator of drinks for sale available and magazines to read. There was a lot of natural and regular lighting throughout. The floors, chairs and windows were also clean. The restroom was clean and had ample supplies readily available. The outside landscape was clean, neat and clear of rubbish and leaves.

MAINTENANCE REVIEW PRESENTATION 83% (10/12)

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?	0/2	No
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 employee went over the list of things that were checked and answered questions I had. No extra services were offered. She showed me the list of things they covered in the oil change. She did not mention preventive maintenance item.

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 ADDRESSED ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)

The car was vacuumed and the tire pressure was checked. There were no fingerprints left behind. All the technicians were working on one aspect of the car or another car in the garage area.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Unknown	
...Gender	Female	
...Age	21-30	
...Height	5 ft 5 in	
...Hair Color:	Black	
...Other distinguishing characteristics	Glasses	
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?		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?		No

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)

The employee went over the receipt. She went over everything clearly and professionally. She also was helpful about the rebate that was available. She informed me about the reminder sticker but did not say anything about the top off policy. She pointed out where my car was and thanked me. I did not see any employees as I was leaving.

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:	8
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

The service experience was a great one because it was clean. The employees were friendly and spoke clearly, as well as being knowledgeable. The only thing that would make it better if they made more effort to point out a friendly reminder about possible services that could prolong the life of the engine.

