



**YOUR SCORE**

**74%**

52/70 points

**LOCATION AVG YTD**

**94%**

12 Evaluations

**EVALUATION # 2995681**

10-10-2017

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 **91%**  
Your Rank **10/43**  
Your Percentile **79th**

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

**COMPANY RANK YTD**

**10/43**

**THIS SCORE VS COMPANY YTD**

**74%**  
This Evaluation

**91%**  
YTD Average

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	74%	97%	-23%
Greeting	22%	100%	-78%
Technicians	71%	100%	-29%
Store Appearance	100%	90%	+10%
Maintenance Revie...	67%	100%	-33%
Service	67%	100%	-33%
Closing	83%	100%	-17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		10/6/2017
2. Day:		Friday
3. Time In:		1:03 PM
4. Time Out:		2:32 PM
5. Total mileage on your car (odometer reading):		169087
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):		\$42.92
Total Amount Spent:		\$42.92

**GREETING 22% (2/9)**

1. How long before you were greeted?		03:25 min:sec
2. Was this an appropriate amount of time?	0/2	No
3. Was the greeting warm and friendly?	0/2	No
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?		There was no greeting.
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?		90:00 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 first pulled up to one of the bays, I saw four employees standing towards the front of the vehicle that was in the bay next to me. They were talking and laughing. Every once in a while one would look at me sitting in my vehicle, but made no effort to offer assistance at that point. After three minutes, one left to go to the under-car area. The assistant manager now turned to check on the car that was in the bay in front of me. She turned to look at me again, then turned to grab one of their tablets and approached my vehicle. She came to the door and said, "What can we do for you?" There was no smile. I said, "Oil change, please." She then mentioned my first name questioningly. I said "Yes," and she said "60 to 90 minutes" and to leave the keys in the car and walked away. A mat or cover were not placed in my vehicle.

**TECHNICIANS 71% (5/7)**

Technician Name:		Kelsey
...Gender		Female
...Age		21-30
...Height		5 ft 3 in
...Hair Color		Brown
...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.)		81:00
4. Was this time within the original quoted time frame?	2/2	Yes
5. Was the technician polite and friendly?	0/2	No

**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 polite, but did not portray a friendly attitude. She was talking with her co-workers rather than servicing me when I arrived. She was in uniform and had a neat appearance. The time quoted was accurate.

**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 landscaping was nice and clean. The waiting room was clean, air-conditioned, and had a TV with some in-house type of programming going on. The large plate glass windows were clean. There was no coffee available, but there was a drink cooler, with items available for sale. The restroom was very clean and well stocked. There was no foul odor present.

**MAINTENANCE REVIEW PRESENTATION 67% (8/12)**

1. Was the technician at eye level with you while doing the presentation?	0/2	No
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)**

There was no maintenance review given. The only service information given was from the cashier at time of check-out. Preventive maintenance items were not mentioned. Services were not reviewed.

**SERVICE 67% (6/9)**

1. Were the required fluids checked?	1/1	Yes
2. Was your windshield washed?	1/1	Yes
3. Was your vehicle vacuumed?	0/1	No
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?	0/2	No

**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)**

According to the items shown at the time of check-out, the tire pressure and fluids were checked. My vehicle was not vacuumed. During the time I was there, I did see some of the employees just talking amongst themselves instead of working on the cars that were in bays or just waiting outside of the bays.

### CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Candy
...Gender	Female
...Age	21-30
...Height	5 ft 6 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?	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?		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)**

My vehicle had exited the bay and was sitting outside. I wasn't sure if it was actually done, so I let it go for a while. After eight minutes, I decided to ask the cashier if my vehicle was done. She turned and looked on the wall where the "Done" peg was. She saw a pouch, grabbed it, and started to apologize about not calling me sooner. The cashier went over all the services that were done on the computer screen. She did not mention the computer tracking, but did let me know when I should return, either by date or mileage. She reminded me about their top-off policy. She ran the charge and printed my invoice, with no problems. She handed my copy of the charge receipt and invoice, thanking me by name. As I exited, no one gave me any farewell comment or thanked me for my visit.

### 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:	7
5. Could anything have been done to make your experience better?	Yes

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

The value of the service compared to the price was great. However, having me sit there while my car was actually completed was not good. Plus, the first person that I was in contact with, especially being the assistant manager, just let me sit in the car while she conversed with her employees.