



**YOUR SCORE**

**100%**

69/69 points

**LOCATION AVG YTD**

**94%**

12 Evaluations

**EVALUATION # 3045109**

11-30-2017

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**

**100%**  
This Evaluation

**91%**  
YTD Average

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	100%	74%	+26%
Greeting	100%	22%	+78%
Technicians	100%	71%	+29%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	67%	+33%
Service	100%	67%	+33%
Closing	100%	83%	+17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		12/13/2017
2. Day:		Wednesday
3. Time In:		10:09 AM
4. Time Out:		10:31 AM
5. Total mileage on your car (odometer reading):		69657
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):		\$48.16
Total Amount Spent:		\$48.16

**GREETING 100% (8/8)**

1. How long before you were greeted?		00:03 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, what can we do for your 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?	0/0	N/A
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)**

A car that was in front of me drove into the service area and I was next waiting, when Tiana motioned me to drive the car in the service area next to the first car. I drove to the area where Tiana was waiting.

She said, "Hi, what can we do for your today?" I told her that I wanted a oil change. She was looking into her tablet and asked me if I wanted the same basic oil change as before. I said I did and then she said

it will be about 30 minutes. I told her that was fine. She asked me if I wanted her to call me or if I would wait in the lounge. I told her I wanted to wait for it in the lounge. She then proceeded to say "I will take your car keys from here," so I gave her my car keys and exited the car. I went into the lounge area to wait for my car. I did not stay until the car was taken into the service area so I didn't see if a mat was put in the vehicle or not.

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

Technician Name:		Tiana
...Gender		Female
...Age		21-30
...Height		5 ft 1 in
...Hair Color		Black
...Other distinguishing characteristics		Long lashes
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.)		21:00
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)**

There were two female and two male technicians working on the service area. I did get Tiana's name because she greeted me and Christian's name because he came into the waiting area to explain the service review sheet. The car was done within the time quoted, There were no issues with any of the technicians and I was pleasantly surprised that the car was done so fast. All technicians were in uniform.

**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 store front was well maintained and in excellent condition. There were no smears or marks on the glass doors and everything inside and outside was in order. The bathroom was clean, full of supplies and in excellent condition. The counter area was well maintained and no clutter or paperwork was visible. Coffee was not available but vending machine for cold drinks were available. The waiting area was a little cold and a jacket or sweater was definitely needed. The signage was high up and very easy to see.

**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.		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)**

Approximately 10 minutes or so after my car was checked in, Christian came into the waiting area and called my name. He sat down next to me and told me everything looked good, but the transmission fluid needed to be replaced. He went on further that when it isn't replaced, it corrodes the pipe and becomes a bigger problem in the future. After explaining everything he asked me if I wanted to replace the transmission fluid. I told him I won't do it today but I would be back. When I asked him a question about an odd light that was on my car panel, he did not know the answer right away, but left for a minute or so and then came back with an answer. When paying for the service, Candy explained everything that they did and went over the check list with me which was on the computer.

**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)**

The technicians outside were all working together as a team. I noticed that each of them were working on a different section of the car and therefore service was very fast. The car was clean inside and outside and I felt reassured that it was checked thoroughly.

**CLOSING 100% (12/12)**

Cashier/Employee at Closing Name:	Candy
...Gender	Female
...Age	31-40
...Height	5 ft 3 in
...Hair Color:	Black
...Other distinguishing characteristics	pony tail, end of hair very light colored

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 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)**

A technician, brought my car keys into the service area. My name was called by Candy to check out. She went over the list on the computer screen of what service they performed that day and also stated that they recommended the transmission fluid to be replaced. She went over the list very fast but that was fine since it was also written on the service review sheet. She told me amount and processed my transaction with the card and stapled the receipt on the printed out paper receipt. She also went over the free top off policy. It includes the fluids except for the brake fluids. She thanked me for coming in and wished me a Merry Christmas. My car was parked right outside of the door of the waiting area. I wasn't thanked by any other employee.

**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?	Yes

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

I just was a little disappointed that this location did not have coffee.