



**YOUR SCORE**

**99%**  
69/70 points

**LOCATION AVG YTD**

**94%**  
12 Evaluations

**EVALUATION # 3054535**

12-29-2017  
Survey: General  
078503  
078503  
94-1235 Ka Uka Blvd  
Flagship FastLube - Waipio  
Waipahu HI 96797 US  
Location: 078503  
District: 0785  
Region: Western

**COMPANY RANK YTD**

**10/43**

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	99%	100%	-1%
Greeting	89%	100%	-11%
Technicians	100%	100%	-- +0%
Store Appearance	100%	100%	-- +0%
Maintenance Revie...	100%	100%	-- +0%
Service	100%	100%	-- +0%
Closing	100%	100%	-- +0%

**THIS SCORE VS COMPANY YTD**

**99%** This Evaluation      **91%** YTD Average

**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%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		12/29/2017
2. Day:		Friday
3. Time In:		12:27 PM
4. Time Out:		2:02 PM
5. Total mileage on your car (odometer reading):		306376
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):		\$45.99
Total Amount Spent:		\$48.16

**GREETING 89% (8/9)**

1. How long before you were greeted?		00:08 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 can we 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 arrived at this location and saw that there were cars in all service bays. I pulled up behind a vehicle that had no tires on it. A tech came out momentarily and greeted me with, "How can we help you?" I informed her that I needed an oil change. She did not find the information about this car in the system from checking the license plate so she asked me for the make and model and my name, address and phone number. When the car went into the service bay I did not observe anyone placing a mat or seat cover inside. I was told it might take 2 hours for the service to be completed.

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

Technician Name:		Tiana
...Gender		Female
...Age		21-30
...Height		5 ft 1 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.)		91:00
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)**

Tiana's appearance was clean and presentable. She was friendly, polite and careful in recording all the information I gave her. She was also apologetic about the long wait for the car to be completed.

**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)**

This location has good curb appeal, the grounds and landscaping were well maintained, glass clean and no rubbish seen on the ground inside or outside. The bathroom was well-lit and smelled nice and there were paper supplies available. There was lots of reading material and no coffee machine but they had a soda machine. Menuboards were maintained and 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?		Yes
7. If yes, check off the services that the technician offered.		Air Filter in cab Windshield Wiper Cooling System Service 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)**

Gerald was the technician who came in to do the service presentation. He had the check list and went over each of the items that should be done on the car. The services he offered and priced were the windshield wipers and the air filter. I noted on the list that he had circled just about all the services and I asked if any of them should have priority. He said that because of the age of the car, if we planned to keep using it we should try and take care of everything as best as we can. I felt no pressure to purchase anything at this time and Gerald was friendly and sat with me as he gave the presentation.

**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)**

I observed that all services were provided, the windshield was clean, the car was vacuumed and the tire pressure was checked. The car had no fingerprints on it and other employees were all very busy during my time there.

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

Cashier/Employee at Closing Name:	Tiana
...Gender	Female
...Age	21-30
...Height	5 ft 1 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?	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?		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)**

When my car was complete, Tiana rang me out, explained the top off policy and thanked me for coming. She gave me the receipt and the service checklist. There was a new sticker on the windshield and as I opened my car, Gerald thanked me for coming.

**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:	9
5. Could anything have been done to make your experience better?	Yes

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

While the experience was a good one, I thought that my car could have been moved to a different bay for servicing because the car I was behind was waiting for a new set of tires that had to be picked up from somewhere else. There were bays that opened up while I was there so it could have been done without inconveniencing another customer or the busy technicians.