



EVALUATION # 3183132

05-30-2018

Survey: General

078504

078504

99-236 Moanalua Road

Flagship FastLube - Aiea

Aiea HI 96701 US

Location: 078504

District: 0785

Region: Western

078504: 078504: YTD

Location **95%**
 Company **91%**
 Your Rank **11/42**
 Your Percentile **76th**

Location avg (9) 95%
 District avg (54) 95%
 Region avg (70) 92%
 Company avg (299) 91%

CONTROLS

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YOUR SCORE

96%
 67/70 points



LOCATION AVG YTD

95%
 9 Evaluations

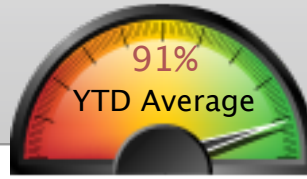


COMPANY RANK YTD

11/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 96%	✓ 91%	▲ +5%
Greeting	✓ 100%	● 89%	▲ +11%
Technicians	✓ 100%	● 71%	▲ +29%
Store Appearance	✓ 95%	✓ 95%	-- +0%
Maintenance Revie...	● 83%	✓ 100%	▼ -17%
Service	✓ 100%	● 78%	▲ +22%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		5/30/2018
2. Day:		Wednesday
3. Time In:		8:50 AM
4. Time Out:		9:20 AM
5. Total mileage on your car (odometer reading):		177406
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):		\$47.99
Total Amount Spent:		\$53.38

GREETING 100% (9/9)

1. How long before you were greeted?		00:04 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?		Good morning. What can we do for 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?	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)

As soon as I pulled up, Pua waved to me. She then grabbed a clipboard and came up to my car. She asked what she could do for me after saying, "Good morning." Then, she asked for my ID. She told me the approximate completion time as 30 to 45 minutes. Then, she asked if I wanted the premium oil that I used on my last oil change or the standard.

TECHNICIANS 100% (7/7)

Technician Name:		Kaylah
...Gender		Female
...Age		21-30
...Height		5 ft
...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)

Kaylah was pleasant and friendly. She was neatly presented in a uniform. The service took 30 minutes.

STORE APPEARANCE 95% (20 / 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.)		Yes
...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?	1/2	Acceptable
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 menuboard 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 very clean and orderly. There were TVs available. The magazines were laid out in a pattern on a small table. They were up to date. There were paper remnants of a poster taken off the wall in front of the cash register. The tint on the front window was bubbling with a lot of little bubbles all over it. The restrooms were very clean, fresh smelling, and tidy. The toilet covers were not in their dispenser and instead were in a box in metal shelf opposite the toilet. There was also no liquid soap in the dispenser.

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)

Gadie went out and got the clipboard. She showed me all that was done and also explained each. She did not mention any recommendations or preventative measures due by mileage. I asked to speak to the technician after Gadie was through. I spoke to Kaylah who worked on my car. I asked Kaylah if my battery was set in place well, as I had just replaced it two weeks back. She took me to my car and lifted up the hood. Then, she proceeded to check all my battery attachments and said everything looked fine.

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)

Windows, floor mats, and the dash were all clean. The fluids and tire pressure were checked. All employees were busy throughout my visit.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Gadie
...Gender		Female
...Age		31-40
...Height		5 ft 2 in
...Hair Color:		Black
...Other distinguishing characteristics		Tattoos on arms.
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)

Gadie shared a promotion about gas purchases. She presented the services performed on my vehicle. She did not tell me about the top off policy. As I walked to my vehicle after paying, no employees were in eye contact, as all of them were working.

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?		No

...IF YES, PLEASE EXPLAIN: