



EVALUATION # 3187826

06-07-2018

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

Close PDF
Email

YOUR SCORE

97%
68/70 points



LOCATION AVG YTD

95%
9 Evaluations

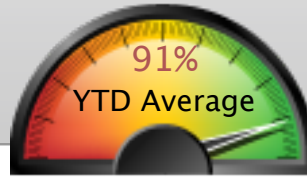


COMPANY RANK YTD

11/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 97%	✓ 96%	▲ +1%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	○ 71%	✓ 100%	▼ -29%
Store Appearance	✓ 100%	✓ 95%	▲ +5%
Maintenance Revie...	✓ 100%	○ 83%	▲ +17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		6/7/2018
2. Day:		Thursday
3. Time In:		10:11 AM
4. Time Out:		11:11 AM
5. Total mileage on your car (odometer reading):		130871
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):		\$47.99
Total Amount Spent:		\$245.19

GREETING 100% (9/9)

1. How long before you were greeted?		00:30 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?		45:00 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 I pulled up to a service bay I could see two autos inside being serviced and one other auto (beside mine) waiting outside the service bays. In less than a minute Pau came over to my auto, stooped down to be at eye level with me, gave me a friendly greeting and asked what they could do for me. I told her that I needed an oil change. She asked for my identification and the mileage of my auto. She wrote up the paperwork, gave me a copy and told me that the wait would be around 45 minutes. I told her that I would be in the waiting room. After a few minutes Pau came into the waiting room and asked me if I wanted the same oil as I received at my last visit. I asked for her expert opinion and she recommended that I stay with the previous oil. I agreed and she left.

TECHNICIANS 71% (5/7)

Technician Name:		Kyla
...Gender		Female
...Age		21-30
...Height		5 ft 6 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.)		60:10
4. Was this time within the original quoted time frame?	0/2	No
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)

After approximately ten minutes the technician, Kayla, came into the waiting room to show me some recommendations they had. All sounded like something I needed so I gave my approval for the state inspection, power steering fluid exchange and fuel system cleaning. Another recommendation was to change my air filter which was obviously dirty. I mentioned that I had a new one in the auto's trunk and she said that she would install it for me at no charge. Kayla was extremely polite, knowledgeable and friendly. It was a pleasure working with her. After Kayla retrieved the air filter from my trunk and saw that I also had a cabin filter. She asked if I would like that changed also and I told her that would be very much appreciated. The service time was longer than the quoted time.

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.)		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?	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 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 overall curb appeal was excellent as the landscaping and lot were both very well maintained. Both indoor and outdoor signage were appropriate and presentable. The condition of the cashier area could not have been better. The waiting area was clean and very well organized with magazines, coffee and TV available. The restroom was right off the waiting area and was very clean and fully stocked with supplies. The plumbing and lighting were perfect. All windows in this station were clean and free from smudges and fingerprints. The menu boards were also clean, well 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 Other
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 cashier completed the maintenance review presentation and was at eye level with me while doing the presentation. Using her computer she showed me everything that was checked or worked on for my auto. I asked what the fuel system cleaning service did for the auto and she explained so I understood. She also

provided me with a list of other preventive maintenance items that are due by mileage for me to consider. At no time did I feel pressure to purchase anything.

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)

At different times and for different actions I had at least three different technicians working on my auto while other technicians worked on other autos. I feel that I received the best service possible and am totally satisfied.

CLOSING 100% (12 / 12)



Cashier/Employee at Closing Name:		Gadie
...Gender		Female
...Age		51-60
...Height		3 ft 5 in
...Hair Color:		Black
...Other distinguishing characteristics		Tattoo on right arm
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)

Gadie went over everything that was done during this visit, the cost and the reminders for future services needed. She was very friendly, efficient and professional.

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:	10/Excellent
5. Could anything have been done to make your experience better?	No

...IF YES, PLEASE EXPLAIN:

