



YOUR SCORE

97%
68/70 points



LOCATION AVG YTD

95%
9 Evaluations



EVALUATION # 3226667

07-15-2018

Survey: General

078504

078504

99-236 Moanalua Road
Flagship FastLube - Aiea
Aiea HI 96701 US

Location: 078504

District: 0785

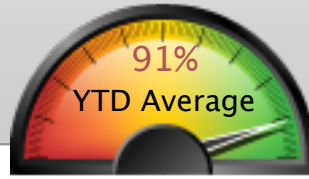
Region: Western

COMPANY RANK YTD

11/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

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

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

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		7/11/2018
2. Day:		Wednesday
3. Time In:		8:45 AM
4. Time Out:		9:23 AM
5. Total mileage on your car (odometer reading):		39141
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:		\$47.99

GREETING 100% (9 / 9)

1. How long before you were greeted?		01:09 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 may I 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?	1/1	Yes
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		30:15 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)

Upon arrival, I was greeted within a minute. The greeting was warm and friendly. The greeter was eye level with me throughout the conversation and asked, "How may I help you today?" He asked me what service I required and I mentioned I needed an oil change. I was quoted thirty minutes for an oil change. A floor mat was used in the car before it went out to service.

TECHNICIANS 100% (7 / 7)

Technician Name:		Christy
...Gender		Female
...Age		21-30
...Height		5 ft 8 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.)		28:12
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)

The technician was in uniform and in a presentable condition. The car was serviced within twenty-eight minutes. The technician was polite and friendly.

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 and the landscaping was clean were maintained. Both the indoor and outdoor lighting were appropriate and presentable. The condition of the cashier area and the waiting area were clean, neat and presentable. All the magazines were neatly displayed on the table. There were no loose items anywhere. Everything was tidy and things were placed properly. The coffee station was clean. The coffee was fresh and there was creamer with sugar and utensils. The condition of the restroom was clean for the most part; there was ample supply of hand towels and soap, but the ceiling fan was dusty and had debris in it. There was ample lighting. Most of the windows were clean and neat, except the front entrance had some smudges. All the menu boards were 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.		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 technician was eye level with me throughout the conversation and she went over what was done to the car, including topping off all essential fluids, except for the brake fluids, brought the tire pressure to thirty psi as recommended by the manufacturer, checked my air filter, cabin filter, and battery. The only service recommended was the fuel injection cleaner for the car based on the current mileage, other than that, I was told everything was great with the car.

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)

All the required fluids were topped off. The windshield was washed and the car was vacuumed properly. The technician left the car free from fingerprints, dirt, and grime. All the employees were being productive while the car was being serviced.

CLOSING 83% (10 / 12)

Cashier/Employee at Closing Name:		Ediena
...Gender		Female
...Age		41-50
...Height		5 ft 6 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?	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?		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)

The cashier went over all the services were done to the car, but she did not mention the computer tracks the car history. The top off policy was mentioned. I was reminded of the future oil change and the receipt was provided. A reminder sticker was placed on the driver side of the windshield for the next oil change. I was thanked by my name. The cashier said, "See you again for all of your car needs."

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?		Yes

...IF YES, PLEASE EXPLAIN:

Whenever the phone rang it was picked up in one phone ring. Based on the service received I would come back and the money paid for the oil change was worth the price. Perhaps if there were more discount or oil change packages with air filter combined.