



YOUR SCORE

91%
63/69 points



LOCATION AVG YTD

95%
9 Evaluations



EVALUATION # 3266709

08-30-2018

Survey: General

078504

078504

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

Location: 078504

District: 0785

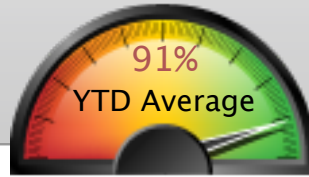
Region: Western

COMPANY RANK YTD

11/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 91%	✓ 97%	▼ -6%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	⦿ 81%	✓ 100%	▼ -19%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	⦿ 83%	⦿ 83%	-- +0%

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

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		8/30/2018
2. Day:		Thursday
3. Time In:		5:10 PM
4. Time Out:		5:34 PM
5. Total mileage on your car (odometer reading):		58642
6. # of cars waiting outside bay to be serviced:		1
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$49.81
Total Amount Spent:		\$68.05

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?		Hello. How can 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?	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?		20:00 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)

When I drove into the back of the building which was the entrance of the service bay. The service employee looked up from what they were doing right away and greeted me. She asked me right away what service I needed. After the paperwork was filled out, she said I could wait inside and people were already coming up to my car to vacuum the floors. The employee went to to get the form, then walked to my car and asked me if I wanted the full synthetic. When I told her I wanted to do the blended, she told the other technician and they went to put something back. She then asked me to sign and initial the form and asked me to put down my mileage.

TECHNICIANS 100% (7 / 7)

Technician Name:		Nadia
...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.)		19:30
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 very friendly and professional. She spoke clearly and was nicely groomed, wearing a clean uniform. The service was completed within the quoted time.

STORE APPEARANCE 81% (17/21)

1. How was the overall curb appeal?	1/2	Acceptable
2. Was the landscaping well maintained?	2/2	Yes
3. Were both indoor and outdoor signage appropriate and presentable?	0/2	No
4. What was the condition of the cashier area?	1/2	Acceptable
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 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 overall appearance of the area was clean, however, the face of the building that faces the highway did not have a sign that said the name of the business. It looked freshly painted and clean. Inside the waiting area was clean. The restroom was clean and well stocked. There was coffee available in a hot pot, however, the coffee was almost room temperature warm. There were ample supplies of coffee condiments and also a supply of restroom material.

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)

Within 15 minutes, the technician came back to me in the waiting room and shared information about the car. She also mentioned there was a service she'd recommend and explained what that service was She asked whether I'd like to do that service. I asked the technician what they would do for that service. She explained clearly what would happen and why that service would be helpful to the car's performance. She said was based on the mileage and it was not based on something wrong that she saw when doing the oil change. She also mentioned some things that she noticed as she went through the checklist of things they did with the car. Each time I asked a question, she answered it clearly professionally and spoke in a friendly, helpful manner and tone.

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)

The technician vacuumed and another technician washed the window of my car. The front area was free from any fingerprints and the floors looked clean. The employee informed me about the condition of my tires.

CLOSING 83% (10 / 12)

Cashier/Employee at Closing Name:	Alyssa
...Gender	Female
...Age	21-30
...Height	4 ft 11 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 was friendly and helpful. She spoke in a calm, professional manner. She went over the checklist clearly and provided me with the receipt and invoice. She went over the top off policy and thanked me. She showed me where to look for my car and asked me to come back again. The other technician was outside to greet me and showed me something I had asked about the car when she went over the service. I was not reminded the computer tracks the service.

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:

The service was excellent. Employees were very professional and friendly. The cashier would make efforts to clean and straightened things out in the waiting room when there weren't any other customers that needed help. The area was free of clutter.

