



YOUR SCORE

97%
68/70 points



LOCATION AVG YTD

93%
9 Evaluations



EVALUATION # 3214990

07-10-2018

Survey: General

078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502

District: 0785

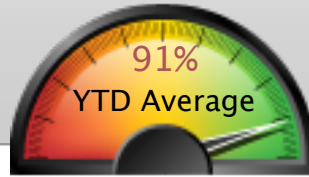
Region: Western

COMPANY RANK YTD

16/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 97%	✓ 97%	-- +0%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 90%	✓ 100%	▼ -10%
Maintenance Review	✓ 100%	⦿ 83%	▲ +17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

078502: 078502: YTD

Location	93%
Company	91%
Your Rank	16/42
Your Percentile	63rd

Location avg (9)	93%
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:		7/7/2018
2. Day:		Saturday
3. Time In:		7:52 AM
4. Time Out:		9:29 AM
5. Total mileage on your car (odometer reading):		105242
6. # of cars waiting outside bay to be serviced:		7
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$56.52
Total Amount Spent:		\$56.52

GREETING 100% (9 / 9) - -

1. How long before you were greeted?		05:12 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 service will you be getting 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?		60:00 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)

Kelsey gave a warm and welcoming greeting. She asked what service I would be getting. She asked what kind of oil my car took. I said I thought it was the basic oil change but I was not sure. Kelsey handed me a form to complete and left to confirm the oil type. After four minutes, she came back and told me the vehicle took conventional oil Kelsey said I could get the basic services. After I agreed, she said it would be an hour or so. She told me I could turn off the car and leave the keys inside. She took form and gave me a yellow copy, then told me I could wait in the waiting area.

TECHNICIANS 100% (7 / 7) - -

Technician Name:		Kelsey
...Gender		Female
...Age		21-30
...Height		5 ft
...Hair Color		Brown
...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.)		46:24
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)

Kelsey was friendly. She dressed in black pants, shoes and had on a company uniform shirt. She looked clean and dressed appropriately. The service was completed in within the quoted time frame.

STORE APPEARANCE 90% (19 / 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?	1/2	Acceptable
5. If you visited the waiting area, what was the condition of the waiting area?	1/2	Acceptable
...Was coffee available? (N/A if you stay in your car/or if it isn't available.)		N/A
...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 location was clean and organized. Kelsey cleaned the windows and wiped the countertops around the checkout desk down. The restroom was clean and stocked. Coffee was not available at this location.

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?		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)

Kelsey reviewed the services. She went over preventative maintenance. She clearly answered my questions. I was not offered additional services.

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)

There were five employees and all were busy services cars and managing the flow of customers. The fluids were checked, as was the tire pressure. No dirt or fingerprints were left behind in my vehicle. My vehicle was vacuumed and the windshield cleaned.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:

Kelsey

...Gender

Female

...Age

21-30

...Height

5 ft

...Hair Color:

Brown

...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

No

shop thank you?

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)

Kelsey called me by name when my car was done. She explained there were no recommendations and all the things they checked and completed on my car. After providing the cost, she processed my payment. Once everything was processed, she reminded me of the top off policy, told me the reminder sticker was in the window and wished me a good rest of the day and weekend. I was not thanked by other employees as I was leaving.

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?

Acceptable

4. Please rate your overall experience:

10/Excellent

5. Could anything have been done to make your experience better?

No

...IF YES, PLEASE EXPLAIN: