



EVALUATION # 3254608

08-18-2018

Survey: General

078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502

District: 0785

Region: Western

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

YOUR SCORE

90%
63/70 points



LOCATION AVG YTD

93%
9 Evaluations

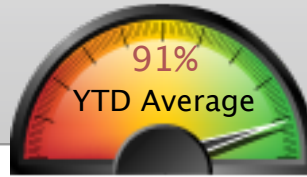


COMPANY RANK YTD

16/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 90%	✓ 97%	▼ -7%
Greeting	○ 67%	✓ 100%	▼ -33%
Technicians	○ 71%	✓ 100%	▼ -29%
Store Appearance	✓ 100%	✓ 90%	▲ +10%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	○ 83%	✓ 100%	▼ -17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		8/17/2018
2. Day:		Friday
3. Time In:		9:06 AM
4. Time Out:		12:02 PM
5. Total mileage on your car (odometer reading):		143087
6. # of cars waiting outside bay to be serviced:		14
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$498.42

GREETING 67% (6 / 9)

1. How long before you were greeted?		00:24 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)	0/2	No
5. What was the greeting?		Hi. What service do you need 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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		120:00 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 the waiting line, the greeter was with another customer directly in front of me. She came up to my window and asked what services I needed. She remained standing and did not lean down to my level as she engaged me. She handed me a clipboard with information to fill out my address, initial and sign and told me she would be back to retrieve the information. She took the form and asked for my keys. At this point, she told me it would be a two hour wait. As I exited my vehicle, she sat in my vehicle and moved it forward to keep up with the line. She did not place a floor mat or seat cover in my car.

TECHNICIANS 71% (5 / 7)

Technician Name:		Sabrina
...Gender		Female
...Age		31-40
...Height		5 ft 5 in
...Hair Color		Black
...Other distinguishing characteristics		Nose piercing
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.)		176:00
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)

The technician was in blue overalls and wore black shoes. She was extremely engaging and showed she had an interest in servicing my car. The time exceeded the quote time by 27 minutes. She took the time to show me the difference in old and new fluid color and provided reasoning for additional services.

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.)		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 did not have any trash or debris laying around the outer perimeter. Once inside, the cashier area was clear of any food or drink. The only thing on the cashier counter were documents from the customer being serviced at the time. The waiting area was full of people but reading material was readily available on a coffee counter in the corner and all the material was dated within two months of the current date. The restroom was very clean, the sink and floor were dry and paper towels and toilet paper were fully stocked. The trash receptacle was half full.

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 called my car make and model. She had the list of items completed and also had transmission fluid imprinted on the invoice. This was used to show me what my current fluid looked like versus what it should look like. She asked if I would like to perform the additional maintenance on my vehicle. I agreed to the additional services but asked if my power steering fluid needed to be changed, as well. She paused at this point and went to show me what my power steering fluid looked like as opposed to what it should look like. She explained all my services required very thoroughly and provided me with the information to make a decision. I did not feel pressured to make a decision at this time. She mentioned I needed a new rack since my tie rods were loose, but the location did not have the capability to fix this.

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 ANY NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)

The fluids and tire pressure were checked. It was a very busy day and all the employees appeared actively engaged in performing some type of service on a vehicle, whether it was moving the vehicle up the line, vacuuming, performing the actual service or servicing customers.

CLOSING 83% (10 / 12)

Cashier/Employee at Closing Name:		Sabrina
...Gender		Female
...Age		31-40
...Height		5 ft 5 in
...Hair Color:		Black
...Other distinguishing characteristics		Nose Piercing
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?	0/2	No
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)

The technician went through the services provided one by one and showed me what was completed. She asked me if I had a military ID card right before she cashed me out. She applied the discount and printed the receipt. Once that was complete, she went through the line items on the receipt one by one again and asked if I had any questions. When I replied I didn't, she reminded me of the top off policy as long as it was brought back before the next oil change. She handed me back my keys and receipt, then told me my car was out the back door. She thanked me, not by name but told me to come back if I had any questions.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?		No
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:		8
5. Could anything have been done to make your experience better?		Yes

...IF YES, PLEASE EXPLAIN:

The phone rang twice while I was there. The first time, it rang once and didn't ring again but there was no one at the cashier desk. The second time, it rang four

and half times before someone picked up the phone to answer it. I enjoyed my experience, however, the wait was very long and there wasn't much to do inside the waiting area aside from reading materials and a TV. This location could provide free water or coffee to help with the wait. Also, it would help if this location provided a car wash and shop services.