



YOUR SCORE

97%
68/70 points



LOCATION AVG YTD

93%
9 Evaluations



EVALUATION # 3292226

09-27-2018

Survey: General

078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502

District: 0785

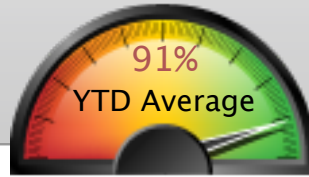
Region: Western

COMPANY RANK YTD

16/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

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

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:		9/27/2018
2. Day:		Thursday
3. Time In:		11:43 PM
4. Time Out:		1:23 PM
5. Total mileage on your car (odometer reading):		101492
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):		\$47.99
Total Amount Spent:		\$53.38

GREETING 100% (9/9) - -

1. How long before you were greeted?		00:45 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 can I help 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?		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)

Upon pulling up to the service line there were quite a few cars in both lanes. The total count of the cars between me and the entrance of the service bay was seven. In about 45 seconds, a technician came out to greet me. She smiled and asked, "How can I help you?" I said I wanted an oil change. She asked for the mileage on the odometer and then said they were updating their records and had me fill out the intake form. She informed me the wait would be about two hours and I agreed to wait.

TECHNICIANS 100% (7/7) - -

Technician Name:		unknown
...Gender		Female
...Age		21-30
...Height		5 ft 6 in
...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.)		92:00
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 had a neat appearance. She was friendly and polite. The time of the service was approximate to the time quoted.

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 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 exterior area was clean, Windows were clean. The inside waiting area was clean. There was reading material. The bathroom was clean and had all necessary paper supplies on hand, Coffee was not available at this location.

MAINTENANCE REVIEW PRESENTATION 83% (10 / 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?	0/2	No
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.		Cooling System Service Transmission Service
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 went over all the service checks with me. I had asked a question about the cleanliness of the oil and if it would affect how often I needed to come in. She checked the oil and showed me it was clean and that if I didn't make it in at the recommended time it would probably be alright. No one went over any of the preventative maintenance items with me. I did not feel pressured to purchase any further 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)

The fluids and tire pressure were checked. The windshield was washed. The technicians were all very busy as there were many customers at the time I was there. I did not observe anyone not engaged in working with one of the vehicles or the customers.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Unknown
...Gender		Female
...Age		21-30
...Height		5 ft 6 in
...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 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 reviewed services. I was reminded of the free top off service. I was given the receipt and thanked. The technician gave a pleasant goodbye. None of the other technicians said goodbye or thanked me as I left the location.

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: