



YOUR SCORE

100%
70/70 points



LOCATION AVG YTD

98%
9 Evaluations



EVALUATION # 3216647

06-29-2018

Survey: General

078505

078505

94-165 Kupuohi Street #302

Flagship FastLube - Kunia

Waipahu HI 96797 US

Location: 078505

District: 0785

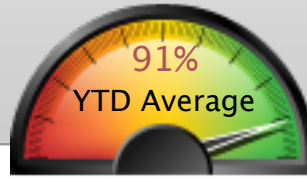
Region: Western

COMPANY RANK YTD

2/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 100%	✓ 99%	▲ +1%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 95%	▲ +5%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

078505: 078505: YTD

Location **98%**
 Company **91%**
 Your Rank **2/42**
 Your Percentile **98th**

Location avg (9) 98%
 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:		6/29/2018
2. Day:		Friday
3. Time In:		8:00 AM
4. Time Out:		8:46 AM
5. Total mileage on your car (odometer reading):		263755
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:		\$46.06

GREETING 100% (9/9)

1. How long before you were greeted?		00:20 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. How can we 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?		40:00 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)

The associate approached me on the driver's side, with her clipboard. She made eye contact and inquired how I could be helped. It was spoken in a friendly and sincere tone. I shared I wanted an oil change. She asked if my contact information was the same as before. She then had me to sign the invoice and identified it would be approximately 40 minutes. She asked I leave the key and I was offered the waiting room while my car was serviced.

TECHNICIANS 100% (7/7)

Technician Name:		Davis
...Gender		Male
...Age		21-30
...Height		6 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.)		42:00
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 a clean and well-maintained uniform. He was wearing a name tag and a cap. He performed his duties in a safe manner.

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 overall condition of the interior and exterior was excellent. The restroom was fully stocked and operational. The customer waiting room was in excellent condition, with comfortable chairs. There was a color TV and magazines. The menu board had no missing letters or numbers. All the windows were clean.

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 gave me an update, saying overall things looked good. He identified I was missing a cap on the power steering fluid and why it was important to prevent any dirt getting into the system. My overall maintenance review happened with the cashier. She reviewed each line item and provided a few recommendations. She did not pressure me to purchase anything.

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 interior was vacuum and window was wiped clean. The tire pressure was checked, as were the fluids. The employees were productive.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name: Unknown

...Gender Female

...Age 31-40

...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? 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 cashier was in a clean and well-maintained uniform, but there was visible name tag. She called me to the counter and reviewed the computer screen with me that listed the checklist. She informed of the top off policy and shared the price. She applied the appropriate discount to my total and processed my payment correctly. When done, she presented me a copy of the receipt and a kind parting comment. I was not acknowledged as I was leaving.

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? 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: