



YOUR SCORE

99%
67/68 points



LOCATION AVG YTD

98%
9 Evaluations



EVALUATION # 3236755

07-25-2018

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

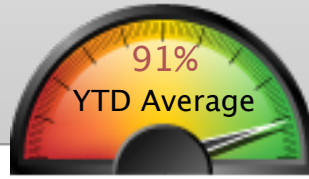
2/42



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 99%	✓ 100%	▼ -1%
Greeting	⚠ 89%	✓ 100%	▼ -11%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

THIS SCORE VS COMPANY YTD



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

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QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		7/25/2018
2. Day:		Wednesday
3. Time In:		11:34 AM
4. Time Out:		12:24 PM
5. Total mileage on your car (odometer reading):		66691
6. # of cars waiting outside bay to be serviced:		5
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 89% (8 / 9) - -

1. How long before you were greeted?		00:06 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?		Hi. What can we do for 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?	0/1	No
8. Were you quoted a time for how long the service would be?		No
...If yes, how long were you quoted?		

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 attendant came to me within six seconds of arrival. She was holding a clipboard came up to my car, smiled, gave direct eye contact, and said, "Hi. What can we do for you today?" I said I wanted to get an oil change. The attendant asked if I had been to the facility before and I said yes. The attendant said okay and then asked me to leave the keys in the vehicle. I stepped out of the vehicle and the attendant asked me to initial and sign the Repeat Customer form. After I did this the attendant asked if my address and phone number was current. The attendant then said, "Thank you." The attendant did not walk me to or point out the waiting room. The attendant also did not give me an estimated wait time although I did see it on the paperwork I received after paying.

TECHNICIANS 100% (5 / 5) - -

Technician Name:		Cassandra
...Gender		Female
...Age		21-30
...Height		5 ft 3 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.)		76:38
4. Was this time within the original quoted time frame?	0/0	N/A
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)

Cassandra was appropriately dressed and was wearing a name badge. Se was very professional throughout my interaction with her. Although she was friendly, she did not give me a completion estimation.

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 of facility was excellent. The landscaping was well maintained and all signage was easily visible upon arrival. The waiting room was very clean. There were no smudges on the windows and the magazine were neatly organized and current. This facility doesn't have a coffee station so no coffee was available. The restroom was clean, well lit, and ample supplies were available. The facility doesn't have the traditional menu boards but the pricing was displayed on a monitor inside the waiting room located above the cashier area.

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)

Cassandra came in, sat next to me so she was eye level, and told me that everything was okay with my car but told me the air filter needed to be changed. I declined the service and she did not pressure me to purchase it or any other services. I asked an open-ended question about the best oil to use on late model vehicles and she explained in a way that was easy for me to understand. The services performed on my vehicle were gone over in detail by the cashier before I was cashed out.

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 cashier told me and showed me on the monitor that all the required fluids were checked. The cashier also pointed out the tire checker was checked and pointed to the pressure of the tires on the monitor. The car had been vacuumed and the windshield had been cleaned. I saw no dirt, grime, or smudges left by the technician. During my visit, all employees were busy either working on vehicles or assisting customers.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:	Candy
...Gender	Female
...Age	21-30
...Height	5 ft 4 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)

Candy called me by name to the desk. When I came up, she smiled, gave direct eye contact, and explained all the services performed on my vehicle. She used the monitor and pointed to each service. As she was completing my transaction, she mentioned the top off policy and explained what it was. After completing the transaction, she handed me my receipts. She told me all the information was on the receipt and the computer kept track of the service history on my vehicle. She also told me when my next oil change would be due and there was a reminder sticker on the windshield in my car. Her overall manner was both friendly and professional. The cashier thanked me by name and told me to have a nice day. I did not encounter any other employees because my vehicle was parked in an area away from the service bay.

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:	8
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

The overall wait time was long and I would like the attendant to make sure they give a time estimate. It would also be nice if this facility could at least have water available while customers wait.