



### YOUR SCORE

**97%**  
68/70 points



### LOCATION AVG YTD

**98%**  
9 Evaluations



EVALUATION # 3251165

08-15-2018

Survey: General

078505

078505

94-165 Kupuohi Street #302

Flagship FastLube - Kunia

Waipahu HI 96797 US

Location: 078505

District: 0785

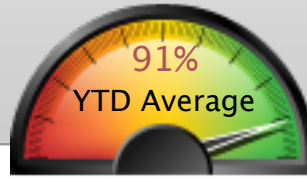
Region: Western

### COMPANY RANK YTD

**2/42**



### THIS SCORE VS COMPANY YTD



### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 97%	✓ 99%	▼ -2%
Greeting	✓ 100%	○ 89%	▲ +11%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	○ 83%	✓ 100%	▼ -17%

### 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  
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QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		8/10/2018
2. Day:		Friday
3. Time In:		2:35 PM
4. Time Out:		3:20 PM
5. Total mileage on your car (odometer reading):		68189
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:		\$47.99

**GREETING 100% (9 / 9)**

1. How long before you were greeted?		01:12 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?		How may I help you today? My name is Davis.
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)**

Upon arrival, I was greeted by Davis. The greeting was warm and friendly. He kept at an eye level throughout the conversation. He asked me what services do I need. I mentioned I needed an oil change. He mentioned the oil change would be forty-five minutes to an hour.

**TECHNICIANS 100% (7 / 7)**

Technician Name:		Peyton
...Gender		Male
...Age		31-40
...Height		5 ft 9 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.)		30:00
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 presentable. The car was serviced within thirty minutes. The technician was polite and friendly.

**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 overall curb appeal was excellent for the most part, except the garage entrance had some oil leak or spill on the ground. Both indoor and outdoor signage was working properly. There was no coffee available but there was reading material tucked away neatly in a corner rack. The restroom was very clean and neat, with an ample supply of soap, hand towels and bathroom tissue. The windows for most part were very clean and neat, except for the front entrance had some smudges. All the menu-boards were easy to read,

**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.		Tire Rotation
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 was eye level with me throughout the conversation. Both the cashier and the technician went over with me what was done to the car that we have topped off all your essential fluids, except for the brake fluid. I asked the technician that how to keep the engine performance running, he mentioned that changing your oil change every three-thousand miles and keeping your tires inflated properly greatly increases the car's performance. All the preventive items were mentioned, especially the tire rotation and replacement since two out of the four thread had gone to 4/32. I did not feel pressured 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)**

All the required fluids were checked and the windshield was washed properly. The car was vacuumed correctly and all the tire pressures were brought up to thirty-two psi. The technician left the car free of fingerprints, dirt or grime. All the employees were being productive while the car was being serviced.

**CLOSING 83% (10 / 12)**

Cashier/Employee at Closing Name:		Cassandra
...Gender		Female
...Age		21-30
...Height		5 ft 8 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?	0/2	No
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?		Yes

**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)**

All the services done to the car were explained to me professionally and we have topped off all of your fluids, except for brake fluid. However, the cashier did not mention the computer tracks my car's history. I was thanked and reminded to come back for my next oil change. I was told the reminder sticker had been placed on the driver side of the car. I was thanked by my name. I was acknowledged by the other employees as I was walking out of the bay area.

**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:**

Whenever the phone rang it was picked up in one ring.