



YOUR SCORE

96%
66/69 points



LOCATION AVG YTD

95%
9 Evaluations



EVALUATION # 3208855

06-20-2018

Survey: General

078506

078506

826 Kamehameha Hwy
Flagship FastLube - Pearl City
Pearl City HI 96782 US

Location: 078506

District: 0785

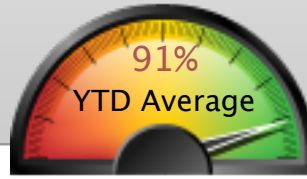
Region: Western

COMPANY RANK YTD

12/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 96%	✓ 97%	▼ -1%
Greeting	✓ 100%	○ 75%	▲ +25%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 95%	✓ 100%	▼ -5%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	○ 83%	✓ 100%	▼ -17%

078506: 078506: YTD

Location	95%
Company	91%
Your Rank	12/42
Your Percentile	73rd

Location avg (9)	95%
District avg (54)	95%
Region avg (70)	92%
Company avg (299)	91%

CONTROLS

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		6/20/2018
2. Day:		Wednesday
3. Time In:		10:18 AM
4. Time Out:		11:16 AM
5. Total mileage on your car (odometer reading):		27955
6. # of cars waiting outside bay to be serviced:		2
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$49.91
Total Amount Spent:		\$107.40

GREETING 100% (8 / 8)

1. How long before you were greeted?		01:00 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. 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?	0/0	N/A
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)

The technician's greeting was very welcoming. He smiled and knew the best recommended service for my vehicle make, model and year. He quoted a time frame of an hour for the service. I did not see if an employee placed a mat and cover in my vehicle.

TECHNICIANS 100% (7 / 7)

Technician Name:		Unknown
...Gender		Male
...Age		21-30
...Height		5 ft 4 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.)		58:00
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 very knowledgeable, friendly and had a pleasant personality. The technician was neat in appearance and in uniform. The service was completed within the quoted time.

STORE APPEARANCE 95% (20 / 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.)		Yes
...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?	1/2	Acceptable
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 appearance of the location was very well maintained, considering it was a high traffic flow area. The waiting area was clean and in order. The restroom was acceptable and tidy, however, there was a spare toilet paper roll on the floor while the dispenser remained empty. The sink had water puddled on the rim and floor around it due to lack of paper towels since the restroom was fitting with an automatic hand dryer.

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 advised me during his checks that my tires were balding and recommended I replace all four tires. I asked why I would need a full synthetic oil instead of a blend or regular. The technician responded that newer vehicles were using full synthetic out right out of the factory to maintain the highest optimal level of performance the engine. She explained it's best not to switch to a blend or regular oil since the vehicle had been running with this type.

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)

They vacuumed my vehicle and cleaned the windows. The cashier was very attentive to walk in customers, phone calls and customers wanting to pay for services completed. When she wasn't taking care of that, she was busy restocking shelves, cleaning coffee area and what appeared to be checking inventory of retail items. The technicians were busy working, as well.

CLOSING 83% (10 / 12)

Cashier/Employee at Closing Name:		Unsure
...Gender		Female
...Age		21-30
...Height		5 ft
...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?		No
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?		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)

Upon completion of service, the cashier advised me step by step of what was done to my vehicle that was included in the full synthetic oil package. There was additional oil that was needed and she explained the extra charge for that. She finished by covering all other items that were checked and completed, being sure to remind me that the technician recommended that all four tires be replaced. I was not reminded of the top off policy. I was thanked but not by name.

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?		Yes

...IF YES, PLEASE EXPLAIN:

My overall experience was excellent, however, the restroom needed some upkeep. Other than that, the staff was friendly and knowledgeable.