



YOUR SCORE

99%
67/68 points



LOCATION AVG YTD

95%
9 Evaluations



EVALUATION # 3238958

07-29-2018

Survey: General

078506

078506

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

Location: 078506

District: 0785

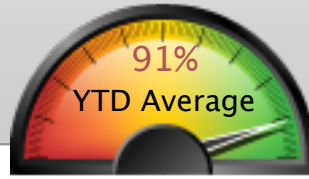
Region: Western

COMPANY RANK YTD

12/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 99%	✓ 96%	▲ +3%
Greeting	● 89%	✓ 100%	▼ -11%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 95%	▲ +5%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	● 83%	▲ +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:		7/28/2018
2. Day:		Saturday
3. Time In:		10:22 AM
4. Time Out:		11:05 AM
5. Total mileage on your car (odometer reading):		118927
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):		\$47.99
Total Amount Spent:		\$73.29

GREETING 89% (8 / 9) - -

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?		Hey. 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?	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 associate greeted me, saying, "Hey. How can I help you?" I told her I wanted to get an oil change. She gave me a clipboard to fill out my information. She asked the technician to take over for her while she stepped away. He asked what services I would like. I told him I was interested in an oil change. He explained the different types of oil changes. He asked if my car was over 100,000. I said yes. He said he recommended the high mileage oil change. I agreed. He asked me to sign and initial the paperwork. He asked for the keys. The technician did not put any mat or floor covering in my vehicle. He pulled my car into the bay. The first associate collected the clipboard and said I could wait in the customer waiting room. I would be called as soon as it was finished. I was not quoted a time.

TECHNICIANS 100% (5 / 5) - -

Technician Name:		Joezhen
...Gender		Male
...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.)		43:00
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)

The technician was in uniform and presentable. He did not smile, but he was very polite. I did not receive a quote for a time frame of when my car would be completed.

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.)		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?	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 curbside appearance of the establishment was very attractive. The waiting room had ample seating available. There were two televisions on for the customer's entertainment while waiting. Coffee and reading material was also available for customers. The restroom was in exceptional condition. The cashier area was clean and tidy.

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.		Windshield Wiper
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)

At the time of the maintenance review, Tevin reviewed and gave me the recommendations for my vehicle which included a fuel system cleaning and the changing of my wiper blades. I asked him to explain the fuel system cleaning since I have never heard of it before. He gave me a thorough explanation and said it was optional, not mandatory.

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 employees were interacting with customers. They were either assisting customers or working on cars in the bay. There was no dirt or grime left in the car by the technician and all fluids were topped off.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Gina
...Gender		Female
...Age		41-50
...Height		5 ft 4 in
...Hair Color:		Other
...Other distinguishing characteristics		Brown and Blonde Hair.
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 elaborated in more detail on the services that were done to my car. She also asked if this was my first time to this location. I responded yes and she proceeded to tell me the benefits of using this company. She went over the top off of fluids, as well as how the computer tracks every visit for me. She reminded me when my next visit should be and welcomed me back. I did not see other employees as I was leaving.

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: