



### YOUR SCORE

**87%**  
61/70 points



### LOCATION AVG YTD

**95%**  
9 Evaluations



EVALUATION # 3265209

08-29-2018

Survey: General

078506

078506

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

Location: 078506

District: 0785

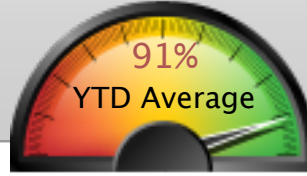
Region: Western

### COMPANY RANK YTD

**12/42**



### THIS SCORE VS COMPANY YTD



### SECTIONAL CHANGE

| Section              | This Evaluation | Last Evaluation | +/-  |
|----------------------|-----------------|-----------------|------|
| Overall              | 87%             | 99%             | -12% |
| Greeting             | 44%             | 89%             | -45% |
| Technicians          | 100%            | 100%            | +0%  |
| Store Appearance     | 95%             | 100%            | -5%  |
| Maintenance Revie... | 83%             | 100%            | -17% |
| Service              | 89%             | 100%            | -11% |
| Closing              | 100%            | 100%            | +0%  |

### 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

Close PDF

Email

| QUESTION  | SCORE | ANSWER    |
|---|-------|-----------|
| Oil Change  |       | Yes       |
| Car Wash  |       | No        |
| <b>1. Shop date:</b>  |       | 8/28/2018 |
| 2. Day:   |       | Tuesday   |
| 3. Time In:   |       | 2:00 PM   |
| 4. Time Out:  |       | 2:38 PM   |
| 5. Total mileage on your car (odometer reading):  |       | 153142    |
| 6. # of cars waiting outside bay to be serviced:  |       | 0         |
| 7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE): |       | \$47.99   |
| Total Amount Spent:   |       | \$50.25   |

### GREETING 44% (4 / 9) - -

|   |     |               |
|---|-----|---------------|
| 1. How long before you were greeted?  |     | 03:30 min:sec |
| 2. Was this an appropriate amount of time?  | 0/2 | No            |
| 3. Was the greeting warm and friendly?  | 0/2 | No            |
| 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?   |     | Yes?          |
| 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?  |     | Yes           |
| ...If yes, how long were you quoted?  |     | 45:00 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)**

I waited in the car to be greeted after pulling into the oil change lane. After waiting a while, an employee came out of the main building, stopped at a computer terminal, and then came over to my car. Her only greeting was "Yes?" I hesitated a moment and then asked if I could get an oil change. She quickly asked me a question and I had to ask her to repeat it. She asked, "Standard like last time?" I asked how long a wait I could expect. She replied "About 45 minutes." A mat or seat cover were not placed in my vehicle.

### TECHNICIANS 100% (7 / 7) - -

|  |     |           |
|--|-----|-----------|
| Technician Name:   |     | Jhontzen  |
| ...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.) |     | 38:00     |
| 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 employee was not wearing a name tag, although she was in uniform. Both employees were polite. The greeting employee was not very friendly. The service was

completed in the time frame.

## 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 location was tidy, well-lit and comfortable. The chairs in the waiting area were reasonably comfortable. The toilet paper holder was broken, there was no hook on the door for a purse, there were a few pieces of paper litter on the floor. The walls and sink could have benefited from a good scrubbing.

## MAINTENANCE REVIEW PRESENTATION 83% (10 / 12)

|   |     |                            |
|---|-----|----------------------------|
| 1. Was the technician at eye level with you while doing the presentation?   | 0/2 | No                         |
| 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.  |     | Air Filter in cab<br>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)**

Although the technician remained standing while addressing me and showing me the recommended service items, his manner was polite and respectful. After he went through the list of recommendations, I asked him about the automatic transmission fluid and how often it should be replaced. He told me every 30,000 miles.

## SERVICE 89% (8 / 9)

|                                      |     |     |
|--------------------------------------|-----|-----|
| 1. Were the required fluids checked? | 1/1 | Yes |
| 2. Was your windshield washed?       | 0/1 | No  |
| 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)**

Fluids were topped off, the tire pressure and other components were checked. The windshield was not vacuumed. The employees were productive.

**CLOSING 100% (12 / 12)**

|   |           |
|---|-----------|
| Cashier/Employee at Closing Name:       | Krystalyn |
| ...Gender                               | Female    |
| ...Age                                  | 21-30     |
| ...Height                               | 5 ft 2 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 very polite and friendly. She explained what had been done to the car and what was recommended. The top off policy was mentioned. No other employees thanked me as I left, as the car was parked away from the service area and no other employees saw me leave.

**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:   | 7          |
| 5. Could anything have been done to make your experience better?                          | Yes        |

**...IF YES, PLEASE EXPLAIN:**

I could have been greeted in a warmer manner, but the overall speed and ease of the experience made up for that.