



YOUR SCORE

100%
70/70 points



LOCATION AVG YTD

95%
9 Evaluations



EVALUATION # 3285483

09-20-2018

Survey: General

078506

078506

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

Location: 078506

District: 0785

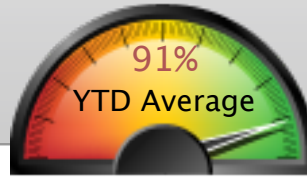
Region: Western

COMPANY RANK YTD

12/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 100%	○ 87%	▲ +13%
Greeting	✓ 100%	○ 44%	▲ +56%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 95%	▲ +5%
Maintenance Revie...	✓ 100%	○ 83%	▲ +17%
Service	✓ 100%	○ 89%	▲ +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

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		9/17/2018
2. Day:		Monday
3. Time In:		5:39 PM
4. Time Out:		6:18 PM
5. Total mileage on your car (odometer reading):		170326
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):		\$50.25
Total Amount Spent:		\$50.25

GREETING 100% (9 / 9)

1. How long before you were greeted?		01:05 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 I do for 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?	1/1	Yes
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 was greeted within one minute of pulling into the line. She was dressed in full uniform and presented a professional appearance. She used a pleasant tone, greeting me and asking how she could help me. I asked about an oil change and she asked if I wanted the basic or the full synthetic oil. I said I just wanted the basic and she said that would be fine. She took my information and invited me to sit in the waiting room. She said it would take about 45 minutes.

TECHNICIANS 100% (7 / 7)

Technician Name:		Christalyn
...Gender		Female
...Age		21-30
...Height		5 ft 2 in
...Hair Color		Black
...Other distinguishing characteristics		Glasses
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.)		39:00
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)

After waiting in the waiting room for about ten minutes, I was approached by Christalyn. She used a checklist to show me what had been checked and what they recommend for my car. She went through each suggestion, line by line. I thanked her and said I would schedule that work some other time. She said it was not a

problem and they would just do the oil change. She sat down next to me to go over the list, spoke clearly, and made sure I understood each item.

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 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 the location was clean and well maintained. The landscaping was neat and well trimmed. The restroom was clean, well stocked and had a pleasant odor. I entered the waiting room and found hot coffee. The magazines were current and in good condition. The menu board was digital with professional graphics. The location was in overall excellent condition.

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.		Transmission Service 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 cashier went over a full checklist of what had been done, including the recommended services. They suggested a transmission flush, power steering fluids, and a fuel system cleaning. Although they were recommended, I was not pressured into making a purchase. She reviewed the other items that were checked and found to be okay. She told me about topping off the fluids.

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)

My car was returned in good condition. The windshield was clean, the interior was vacuumed and there were no fingerprints or marks left by the employees. All the employees I saw were busy working on cars or talking to customers.

CLOSING 100% (12/12)

Cashier/Employee at Closing Name:		Unknown
...Gender		Female
...Age		41-50
...Height		5 ft 2 in
...Hair Color:		Brown
...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?		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)

My cash out was handled efficiently. She reminded me of the top off policy, told me that they would keep my car in their computer system and track all work on the car. She thanked me as she gave me my receipt. As I left I was thanked by two mechanics in the service 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?		Acceptable
4. Please rate your overall experience:		10/Excellent
5. Could anything have been done to make your experience better?		Yes

...IF YES, PLEASE EXPLAIN:

The cost of the basic oil change is higher than some competitors in the area.