



YOUR SCORE

94%
64/68 points



LOCATION AVG YTD

93%
9 Evaluations



EVALUATION # 3196347

05-31-2018

Survey: General

078501

078501

961 Center Street

Flagship Fastlube - Wahiawa

Wahiawa HI 96786 US

Location: 078501

District: 0785

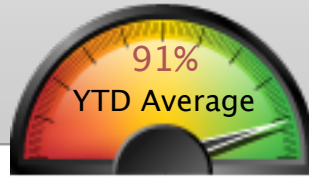
Region: Western

COMPANY RANK YTD

18/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 94%	✓ 90%	▲ +4%
Greeting	✓ 100%	● 89%	▲ +11%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	● 81%	▲ +19%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	● 67%	● 83%	▼ -16%

078501: 078501: YTD

Location **93%**
 Company **91%**
 Your Rank **18/42**
 Your Percentile **59th**

Location avg (9) 93%
 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
1. Shop date:		6/6/2018
2. Day:		Wednesday
3. Time In:		8:32 AM
4. Time Out:		9:06 AM
5. Total mileage on your car (odometer reading):		180546
6. # of cars waiting outside bay to be serviced:		1
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$68.05

GREETING 100% (9 / 9) - -

1. How long before you were greeted?		00:17 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?		"Hello. What kind of service can I help you with?"
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?		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 person who greeted me as I drove up was friendly, wore a clean uniform, and spoke clearly and professionally. She asked me what type of service I needed and reviewed what I wanted, asked me to fill in my contact information on the clipboard and said that when I was ready to leave the keys in the car and she would take the car from there. She was considerate and attentive to notice if I was unsure as to what to do and clarified the service that I wanted and the type of oil I needed in a calm and professional manner. She did not quote me an approximate time that the job would be finished, but it looked as though my car was the next car to be serviced and the one in front of me just came out.

TECHNICIANS 100% (5 / 5) - -

Technician Name:		Delores
...Gender		Female
...Age		21-30
...Height		5 ft 1 in
...Hair Color		Black
...Other distinguishing characteristics		wavy hair.
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.)		30:20
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 technicians who greeted me was professionally dressed, clean and had a clean uniform on. She greeted me in a professional and courteous manner, and gave me appropriate eye contact as she asked questions to clarify the type of service I was looking for. She spoke clearly and made sure that I understood what she said and what was going to be done with my car. She was friendly and professional as well as conveyed that she would take care of things for me and I did not feel that I had to worry about anything. She waited for me to exit the car and had a welcoming presence as she greeted me as well as when I exited the car. She seemed patient and yet focused on getting the service done in a timely manner. She did not quote me a time that the car would be finished but she seemed focused on getting my car worked on, walking at a brisk pace and completing first steps of getting the car into the garage.

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 curb appeal was clean and free of clutter with some greenery and shrubs to give it some appeal. The grounds were clean and well kept, no rubbish or debris on the ground and it looked free of oil spills. The indoor signage and the various places of the shop were well maintained with clear signs. The items on the wall and the service menu board were appropriate, and well lit. The service menu was on a TV screen with clear signs of the prices. The waiting area was clean and clear of clutter. There were several sitting areas and a TV on as well as current reading material. Hot coffee was available for customers to drink and it looked clean and inviting. There were large picture windows to see where the car was and the technicians working on the car. The restroom was clean and also free of clutter as well as having ample supplies and cleaning material. The overall area was well lit and clean. It looked professional with several items about car care which 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.		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)

A technician came up to me shortly after my car went into the garage and he presented me with his recommendation that my fuel injectors should be cleaned based on the amount of miles on the car and showed me a quote of how much it would cost if I was to follow through with that service. He made it clear that it was just a recommendation and that I was not obligated to do the service if I did not want to do it. He repeated that it was based strictly on the amount of miles on the car and that it is recommended after so many miles of use. He answered my question about why he recommended it, and again assured me that he was not forcing the recommendation, but it was an option if I wanted to take advantage of the service. When I said that I wanted to wait until another time to do it, he responded calmly and professionally by acknowledging my request and said that he will finish up on the oil change and hold off on the fuel injection cleaning for another time. His response was not forceful, and I did not feel pressured to add more services.

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)

The fluids were checked. When I went into the car I did not see any signs of fingerprints, dirt or grim. The floors looked clear of rubbish and debris and as I watched the car being serviced, I saw several people working on the car the same time. It looked like the technicians working on the car worked well together, and everyone looked busy doing a different part of the job. Everyone out there were in uniform and looked clean and professional.

CLOSING 67% (8 / 12)

Cashier/Employee at Closing Name:		Delores
...Gender		Female
...Age		21-30
...Height		5 ft 1 in
...Hair Color:		Black
...Other distinguishing characteristics		Wavy 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?	0/2	No
3. Did the cashier remind you of a free top off policy?		No
4. Were you reminded when to come back?	0/2	No
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 went over the services done to my car by looking at the computer screen and went down the list of what was checked and how much oil was put in. She spoke clearly and professionally. She followed the list and gave me the receipt, and told me about the reminder sticker on my windshield. She thanked me but did not tell me about the top off policy or let me know when I should come back for another oil change. She did not mention anything about how they keep records of

my car service or track the information for me. She spoke in a kind and caring manner and gave me confidence in the service as well as reminded me about the rebate that I could request. She was considerate and I felt like she was genuinely trying to offer good service. As I left the waiting room, no other technician greeted me or thanked me for coming, yet there were no other people around to do so, the other technicians were outside working on the next car.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	N/A
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:	8
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

The phone did not ring while I was there and the cashier looked focused on doing her work as well as went outside to assist with the work outside. The cashier and technicians were friendly and professional which helped me to feel welcomed and made the experience worth while. The level of service was good because they all seemed focus on getting the job done and customer service. When asked a question they stopped and seemed genuinely concerned with attending to the customer. All people spoke clearly and professionally. Overall, it was a good service, and would have been better if they would have added about the top off policy or the extra things that the company does to keep the car running better. The area was clean and appealing and the service was fast and friendly so this was a big benefit to getting the car serviced that would help me to want to come back.