



YOUR SCORE

100%
70/70 points



LOCATION AVG YTD

93%
9 Evaluations



EVALUATION # 3213666

06-27-2018

Survey: General

078501

078501

961 Center Street

Flagship Fastlube - Wahiawa

Wahiawa HI 96786 US

Location: 078501

District: 0785

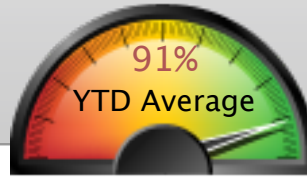
Region: Western

COMPANY RANK YTD

18/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|----------------------|-----------------|-----------------|--------|
| Overall | ✓ 100% | ✓ 94% | ▲ +6% |
| Greeting | ✓ 100% | ✓ 100% | -- +0% |
| Technicians | ✓ 100% | ✓ 100% | -- +0% |
| Store Appearance | ✓ 100% | ✓ 100% | -- +0% |
| Maintenance Revie... | ✓ 100% | ✓ 100% | -- +0% |
| Service | ✓ 100% | ✓ 100% | -- +0% |
| Closing | ✓ 100% | ○ 67% | ▲ +33% |

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

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| QUESTION | SCORE | ANSWER |
|---|-------|-----------|
| Oil Change | | Yes |
| Car Wash | | No |
| 1. Shop date: | | 6/26/2018 |
| 2. Day: | | Tuesday |
| 3. Time In: | | 12:17 AM |
| 4. Time Out: | | 1:16 AM |
| 5. Total mileage on your car (odometer reading): | | 74077 |
| 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: | | \$50.25 |

GREETING 100% (9/9)

| | | |
|---|-----|-----------------------------------|
| 1. How long before you were greeted? | | 00:10 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 your 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? | 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 saw the office and was going to park in front of the office when an employee motioned with his hands to drive toward him. I then drove the car towards the service area. An employee greeted me, saying, "Hi. What can I do for you today?" I told him what I needed. The technician came back with a clipboard and asked me to fill out some information on it. He asked me if I knew what type of oil change I wanted. I told him I wanted the basic as he started to explain the different types of oil change available.

TECHNICIANS 100% (7/7)

| | | |
|--|-----|-----------|
| Technician Name: | | Jerrod |
| ...Gender | | Male |
| ...Age | | 21-30 |
| ...Height | | 5 ft 9 in |
| ...Hair Color | | Blond |
| ...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.) | | 40:00 |
| 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 neat in appearance and in uniform. The technician was friendly and polite. The service was completed in the quoted time frame.

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 exterior was clean and well maintained. The waiting room and cashier areas were organized. The restroom was in excellent condition. There was coffee and current reading materials.

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 |
| 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 explained what was done. The windshield wiper fluids were added and coolant were also added. He recommended to change the transmission fluid but was not pressured to do so. The technician also stated he balanced the tire pressure and didn't find anything else that needed attention right now.

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 other technicians were servicing two other cars in the servicing area. My vehicle was vacuumed and clean on the inside and outside. Tire pressures were checked and balanced. All required fluids were checked and added accordingly.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:

Tiana

...Gender

Female

...Age

21-30

...Height

5 ft 2 in

...Hair Color:

Black

...Other distinguishing characteristics

None

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?

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

No

shop thank you?

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)

Tiana was efficient and very knowledgeable. She explained all the services done and recommended. She did not mention the top off policy at all. She thanked me and gave me the receipt. When I went to the car, none of the other employees thanked me.

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?

Acceptable

4. Please rate your overall experience:

8

5. Could anything have been done to make your experience better?

Yes

...IF YES, PLEASE EXPLAIN:

I didn't see any of the employees smiling while interacting with them the whole time. A friendlier greeting or a little chat in between would make service more personable. The entrance to this place is a little confusing because the customer waiting area is not next to the service area. I drove into the service area first since initially I didn't see the waiting area.