



EVALUATION # 3236480

07-26-2018

Survey: General

078501

078501

961 Center Street

Flagship Fastlube - Wahiawa

Wahiawa HI 96786 US

Location: 078501

District: 0785

Region: Western

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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YOUR SCORE

91%
 63/69 points



LOCATION AVG YTD

93%
 9 Evaluations

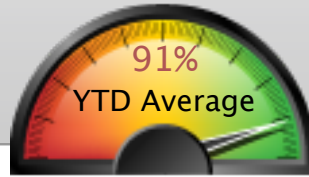


COMPANY RANK YTD

18/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 91%	✓ 100%	▼ -9%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	⦿ 83%	✓ 100%	▼ -17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	⦿ 67%	✓ 100%	▼ -33%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		7/26/2018
2. Day:		Thursday
3. Time In:		2:00 PM
4. Time Out:		2:59 AM
5. Total mileage on your car (odometer reading):		284572
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):		\$45.02
Total Amount Spent:		\$45.02

GREETING 100% (8 / 8)

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. How can we help you 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?	0/0	N/A
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		60:00 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)

An associate came to my vehicle as I was pulling up to the Stop area. I was greeted nicely and felt welcome. I did not see anyone put a floor mat or seat cover in my vehicle. I was quoted 60 minutes for a wait time.

TECHNICIANS 100% (7 / 7)

Technician Name:		Peyton
...Gender		Male
...Age		21-30
...Height		5 ft 5 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.)		49:00
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 dressed neatly and looked clean. He had a nice smile. I was quoted a time for completion and the car was finished within that 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 of the location was well kept. There was no trash visible. The waiting room was clean and had ample chairs and a few tables. The light was good. There was a TV that had some internal programming with snippets from current TV shows playing. There was a coffee pot with hot coffee. The cash register area was clean and orderly.

MAINTENANCE REVIEW PRESENTATION 83% (10 / 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)	0/2	No
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)

The technician came in to tell me they suggested I have a fuel system cleaning service and did ask if I wanted to have it done, but did not pressure me to do it. They did not go over the individual items that were on the service checklist on the invoice.

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 interior was vacuumed and the windshield washed. Other services were done according to the service checklist on the invoice provided. I did not find any handprints or fingerprints left behind. All the employees were working diligently when I had the opportunity to view them from the drop-off area and the waiting room window.

CLOSING 67% (8 / 12)

Cashier/Employee at Closing Name:		Peyton
...Gender		Male
...Age		21-30
...Height		5 ft 5 in
...Hair Color:		Black
...Other distinguishing characteristics		Glasses
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?		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)

The cashier rang up my transaction with no problems. He did not mention any computer tracking and didn't mention the free top-off policy. I was not reminded when to come back, but there was a reminder sticker on the windshield and on the invoice. I was thanked by name as I was leaving and then thanked by another employee who saw me leaving.

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:		9
5. Could anything have been done to make your experience better?		Yes

...IF YES, PLEASE EXPLAIN:

If I had been a first-time customer, it would have been good for them to provide the free top-off service they offered.