



YOUR SCORE

91%
64/70 points



LOCATION AVG YTD

93%
9 Evaluations



EVALUATION # 3247196

08-10-2018

Survey: General

078501

078501

961 Center Street

Flagship Fastlube - Wahiawa

Wahiawa HI 96786 US

Location: 078501

District: 0785

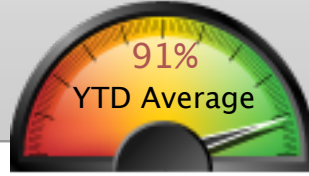
Region: Western

COMPANY RANK YTD

18/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 91%	✓ 91%	-- +0%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	○ 71%	✓ 100%	▼ -29%
Store Appearance	✓ 90%	✓ 100%	▼ -10%
Maintenance Revie...	✓ 100%	○ 83%	▲ +17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	○ 83%	○ 67%	▲ +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

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QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		8/7/2018
2. Day:		Monday
3. Time In:		2:29 PM
4. Time Out:		4:13 PM
5. Total mileage on your car (odometer reading):		44734
6. # of cars waiting outside bay to be serviced:		4
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$94.23
Total Amount Spent:		\$94.23

GREETING 100% (9/9) - -

1. How long before you were greeted?		01:35 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?		90:00 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 a minute and a half to be greeted. Jerrod greeted me by saying, "Hi. What can I do for you?" I asked for an oil change and he said it would be an hour to an hour and a half. He asked if that would work for me and I said yes. He then said he'd be right back with me. He left and I waited four more minutes for him to return. He showed me the options for the synthetic oil my car required. I choose the lower priced option and he asked me to fill out the name and address sections of the form and to leave it on the dashboard. He told me I could go take a seat in the waiting room.

TECHNICIANS 71% (5/7) - -

Technician Name:		Jerrod
...Gender		Male
...Age		21-30
...Height		5 ft 8 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.)		102:00
4. Was this time within the original quoted time frame?	0/2	No
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)

Jerrod was very friendly and professional while greeting me. He was in uniform and had a neat appearance. He quoted a time of up to 90 minutes for my oil

change, but it was 102 minutes before my car was ready.

STORE APPEARANCE 90% (19 / 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?	0/2	No
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 entrance to the business was neat and well organized. The landscaping was well maintained. The inside of the lobby was also clean and organized. There was ample seating and a large screen TV and reading materials neatly displayed for customers. The front counter and coffee area were also clean. The restroom was well appointed and kept very clean. However, there were no paper towels in the dispenser and no other option provided to dry hands. The inside menu board was digitized and 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.		Air Filter in cab
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 into the lobby to talk to me. He brought with him the air filters from my car. He took a seat next to me and talked to me at eye level. He showed me the recommendations for replacement, and the services due by mileage. He went over each recommendation and when there was a suggestion, he took the time to tell me the part was in stock. He gave me the paper with the recommendations and suggested I could come back at my convenience. He said he would put the filters back in the car and it would be ready in just a few minutes.

SERVICE 100% (9 / 9)



1. Were the required fluids checked?	1/1	Yes
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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 location seemed very busy and all the employees were working with urgency. My vehicle was vacuumed and the windshield had been washed. The cashier explained that the car had been vacuumed, the tires checked and all fluid levels had been checked.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name:	Autumn
...Gender	Female
...Age	21-30
...Height	5 ft 5 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?		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)

Autumn called me to the register when my car was done. She used the computer to review everything that had been done and the recommendations from the technician. She checked off each item as she reviewed it. She did not mention the top off policy or remind when I should return. She thanked me and pointed out my car had been brought up front and was ready for me. As I walked to the car, an employee called out thank you and said to have a good day.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?	No
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:

The overall time was longer than I would normally expect to wait for an oil change.