



### YOUR SCORE

**100%**  
70/70 points



### LOCATION AVG YTD

**93%**  
9 Evaluations



EVALUATION # 3292393

09-27-2018

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



**100%**  
This Evaluation



**91%**  
YTD Average

### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 100%	✓ 91%	▲ +9%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	● 71%	▲ +29%
Store Appearance	✓ 100%	✓ 90%	▲ +10%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	● 83%	▲ +17%

### 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  
 Email

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		9/27/2018
2. Day:		Thursday
3. Time In:		8:01 AM
4. Time Out:		8:33 AM
5. Total mileage on your car (odometer reading):		120442
6. # of cars waiting outside bay to be serviced:		8
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$46.06

**GREETING 100% (9/9)**

1. How long before you were greeted?		02:00 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. 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?	1/1	Yes
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		30:00 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)**

The associate approached my vehicle and spoke in a friendly tone. She greeted me and inquired the service I wanted. I shared I wanted an oil change. She asked if I needed anything else, but I declined. She had me to sign the invoice and then suggested I wait in the lobby. She did quote an estimated time for approximately 30 to 35 minutes.

**TECHNICIANS 100% (7/7)**

Technician Name:		James
...Gender		Male
...Age		31-40
...Height		6 ft 2 in
...Hair Color		Black
...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.)		29:00
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 in the proper uniform with a name tag. He was polite and friendly. The service was completed within the quoted time.

## 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 waiting room was clean and organised. There was a working TV, coffee, and plenty of reading materials. The menu was well-maintained. The bathroom was clean and operational. The windows were clean.

## 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)**

Both the technician and cashier reviewed the checklists and recommendations with me. They explained the service that was recommended and provided with the estimated price. I was given the length of time it would take to complete.

## 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 and the tire pressure. The technicians were busy working. It was clean, vacuumed, and in good condition.

## CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:

Pua

...Gender

Female

...Age

21-30

...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?

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 processed my paperwork for payment. She reviewed every line item on the computer. She reminded me of there top-off policy and that I could go to any other Fast Lube to get service. In the end, she gave a friendly parting comment. A sticker had been placed on my windshield. I was not thanked as I was 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:

10/Excellent

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

No

**...IF YES, PLEASE EXPLAIN:**