



### YOUR SCORE

**99%**  
69/70 points



### LOCATION AVG YTD

**93%**  
9 Evaluations



EVALUATION # 3220538

07-10-2018

Survey: General

078503

078503

94-1235 Ka Uka Blvd  
Flagship FastLube - Waipio  
Waipahu HI 96797 US

Location: 078503

District: 0785

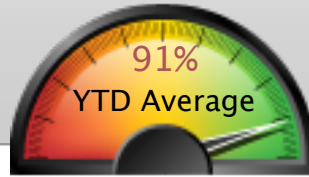
Region: Western

### COMPANY RANK YTD

**17/42**



### THIS SCORE VS COMPANY YTD



### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 99%	✓ 96%	▲ +3%
Greeting	✓ 100%	● 89%	▲ +11%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 95%	✓ 100%	▼ -5%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	● 83%	▲ +17%

### 078503: 078503: YTD

Location	<b>93%</b>
Company	<b>91%</b>
Your Rank	<b>17/42</b>
Your Percentile	<b>61st</b>

Location avg (9)	93%
District avg (54)	95%
Region avg (70)	92%
Company avg (299)	91%

### CONTROLS

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		7/2/2018
2. Day:		Monday
3. Time In:		4:41 PM
4. Time Out:		5:12 PM
5. Total mileage on your car (odometer reading):		8014
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):		\$55.96
Total Amount Spent:		\$55.96

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

1. How long before you were greeted?		01:30 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?		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 was greeted while I was still in my car. The employee made eye contact, smiled and said, "Hi." He asked how he could help me and I told him I wanted an oil change. He asked if I needed anything else. I said no. He told me it would take about 45 minutes and said I could wait in the lobby.

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

Technician Name:		Christian
...Gender		Male
...Age		21-30
...Height		5 ft 6 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.)		31:00
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 employee was in a clean, professional uniform. He was friendly and polite. The service was completed well within in the quoted time frame.

**STORE APPEARANCE 95% (20/21)**

1. How was the overall curb appeal?	2/2	Excellent
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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?	1/2	Acceptable
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.)		N/A
...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 location was clean and well maintained. The waiting room was neat and organized. There were several current magazines for customers. The menu board was digital and easy to read and understand. The bathroom was also neat and clean. It was well stocked. There was no coffee available in the waiting lobby. The top of the cashier counter showed some wear and tear, but was still neat and organized.

**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?		No
7. If yes, check off the services that the technician offered.		
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 employee used a checklist to show me what had been checked on the vehicle. He said there were no recommendations at this time, as the vehicle was relatively new. He asked if I had any questions and I said no. He gave me a copy of the checklist. He told me they had checked my vehicle and everything seemed to be in order. He told me the oil change would be finished in just a few minutes.

**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 windshield was cleaned and the interior was vacuumed. I did not find any fingerprints or marks on the vehicle. The tire pressure and fluids were checked. The employees were productive.

**CLOSING 100% (12 / 12)**

Cashier/Employee at Closing Name:		Chris
...Gender		Male
...Age		21-30
...Height		5 ft 4 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?		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?		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 used the computer to show me everything. He reviewed the top off policy, the date to come back, and asked if I had any questions. He handled my credit card payment quickly and correctly. I was given the credit card receipt stapled to a full invoice. My car was ready right outside the door. As I left, two different employees thanked me and said to have a good day.

**OVERALL**

1. If the phone rang while you were there, was it answered professionally within 3 rings?		Yes
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:		10/Excellent
5. Could anything have been done to make your experience better?		No

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