



**YOUR SCORE**

**89%**  
62/70 points



**LOCATION AVG YTD**

**93%**  
9 Evaluations



EVALUATION # 3249885

08-12-2018

Survey: General

078503

078503

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

Location: 078503

District: 0785

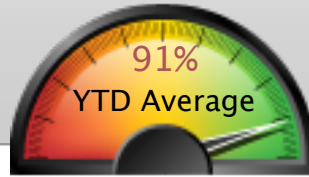
Region: Western

**COMPANY RANK YTD**

**17/42**



**THIS SCORE VS COMPANY YTD**



**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	89%	99%	-10%
Greeting	100%	100%	+0%
Technicians	71%	100%	-29%
Store Appearance	100%	95%	+5%
Maintenance Revie...	100%	100%	+0%
Service	100%	100%	+0%
Closing	50%	100%	-50%

**078503: 078503: YTD**

Location **93%**  
Company **91%**  
Your Rank **17/42**  
Your Percentile **61st**

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>		8/12/2018
2. Day:		Sunday
3. Time In:		10:58 AM
4. Time Out:		12:44 PM
5. Total mileage on your car (odometer reading):		38013
6. # of cars waiting outside bay to be serviced:		7
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$62.80

### GREETING 100% (9 / 9) - -

1. How long before you were greeted?		04:15 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?

Good morning. What service are you looking to receive this morning?

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?		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)

The employee greeted me saying, "Good morning." She asked about the service I was looking for. I asked about how long it would take and she stated 45 minutes to an hour.

### TECHNICIANS 71% (5 / 7) - -

Technician Name:		Brandy
...Gender		Female
...Age		21-30
...Height		5 ft 1 in
...Hair Color		Black
...Other distinguishing characteristics		Long hair. Tattoo on wrist.
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.)		01:46
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)

I was quoted 45 minute to an hour and the service took longer than this. The technician was neat in appearance and in uniform. The technician was friendly and polite.

**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.)		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 exterior was maintained. The waiting area was clean and well stocked with reading material. The restroom was clean and well maintained. Brandy was busy wiping the counters when I entered.

**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 reviewed the services and preventive maintenance was discussed with me. I was not offered additional services. My question was clearly answered.

**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 employees kept busy while I was there. The fluids were checked, as was the tire pressure. No dirt or fingerprints were left behind in my vehicle. My vehicle was vacuumed and the windshield cleaned.

**CLOSING 50% (6 / 12)**

Cashier/Employee at Closing Name:		Brandy
...Gender		Female
...Age		21-30
...Height		5 ft 1 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?	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?	0/2	No
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 stated the oil change was completed. She rang up the sale and processed my transaction. She thanked me. I was not reminded of the top off policy or when to come back. I was not thanked by name. I did not pass by any employees as I was leaving.

**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:	7
5. Could anything have been done to make your experience better?	Yes

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

Communicate the delay with me sooner. The technician appeared to be having trouble with my car. After I asked if everything was alright, the employee stated they did not have the key to rest my engine light. She asked if I had been having trouble with that, I stated no and the light was not on prior to service. She apologized and said it has to be reset when the oil is changed. She said I would need to go to the dealership to have it reset and they should not charge me.