



YOUR SCORE

84%
59/70 points



LOCATION AVG YTD

93%
9 Evaluations



EVALUATION # 3284589

09-20-2018

Survey: General

078503

078503

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

Location: 078503

District: 0785

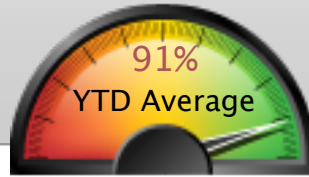
Region: Western

COMPANY RANK YTD

17/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|----------------------|-----------------|-----------------|------|
| Overall | 84% | 89% | -5% |
| Greeting | 67% | 100% | -33% |
| Technicians | 71% | 71% | +0% |
| Store Appearance | 90% | 100% | -10% |
| Maintenance Revie... | 83% | 100% | -17% |
| Service | 100% | 100% | +0% |
| Closing | 83% | 50% | +33% |

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

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| QUESTION | SCORE | ANSWER |
|---|-------|-----------|
| Oil Change | | Yes |
| Car Wash | | No |
| 1. Shop date: | | 9/20/2018 |
| 2. Day: | | Thursday |
| 3. Time In: | | 10:20 AM |
| 4. Time Out: | | 12:00 PM |
| 5. Total mileage on your car (odometer reading): | | 59002 |
| 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): | | \$47.99 |
| Total Amount Spent: | | \$59.03 |

GREETING 67% (6 / 9)

| | | |
|---|-----|--------------------------------------|
| 1. How long before you were greeted? | | 03:00 min:sec |
| 2. Was this an appropriate amount of time? | 0/2 | No |
| 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 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? | 0/1 | No |
| 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)

The establishment was busy with three cars waiting to be serviced. Brandi noticed I was standing in the office. She came in to greet me and asked what she could do for me. She asked me what services I would be doing. I informed her I needed an oil change and told me to go outside by the garage area to check in. I filled out a form and was informed by Brandi it would take about an hour to an hour and a half to complete the service. I did not see an employee put a floor mat and seat cover in my vehicle before it went in to be serviced.

TECHNICIANS 71% (5 / 7)

| | | |
|--|-----|-----------|
| Technician Name: | | Brandi |
| ...Gender | | Female |
| ...Age | | 21-30 |
| ...Height | | 5 ft 5 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.) | | 100:00 |
| 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)

Brandi was in proper uniform and she appeared presentable. The service took an hour and forty minutes, instead of the quoted time of an hour to an hour and a half. The technician was polite and friendly.

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.) | | 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? | 0/2 | Unacceptable |
| 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 landscaping was well maintained. There was no trash or large debris around the parking lot. Both indoor and outdoor signage was presentable. The cashier area was clean, as well as the waiting area. Coffee was not available in the waiting area. Reading materials were current and easily accessible. The restroom floor was sticky and trash was on the floor. Cleaning materials were displayed and the soap dispenser had a broken piece. The paper supplies in the bathroom were readily available. The lighting was appropriate. Windows were clean and menu boards were easy to read.

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) | 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? | 0/2 | No |
| 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)

Brandi was at eye level with me while doing the presentation. Brandi took the time to go over everything they had already checked on my vehicle. I asked her how much was the upgraded oil after the basic oil change and she answered my question. She did not go over any other preventative maintenance items due by mileage and did not offer any additional services. I was not pressured to purchase anything because I was not offered anything.

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 required fluids were checked. The windshield was washed. My vehicle was vacuumed. The tire pressure was checked and adjusted. The technicians left my car free of fingerprints, dirt and grime. Employees were productive while my car was being serviced. This location was busy.

CLOSING 83% (10/12)

Cashier/Employee at Closing Name: Brandi
 ...Gender: Female
 ...Age: 21-30
 ...Height: 5 ft 7 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? | | 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)

Brandi explained the service performed professionally at ring out. She did not remind me the computer tracks the service history on my vehicle. She did mention the free top off policy. I was reminded to come back again and informed me about the reminder sticker on my windshield. I was provided with a receipt and thanked. As I was walking out to my car after the service, other employees did not thank me because they were busy working on other vehicles.

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:

The phone rang a few times during my visit and it was answered within three rings professionally. The value of the service for the price paid was acceptable. Cleanliness is a huge impact on customer service as the bathroom had several issues.