



YOUR SCORE

87%
61/70 points



LOCATION AVG YTD

87%
1 Evaluation



EVALUATION # 3377360

01-10-2019

Survey: General

078504

078504

99-236 Moanalua Road
Flagship FastLube - Aiea
Aiea HI 96701 US

Location: 078504

District: 0785

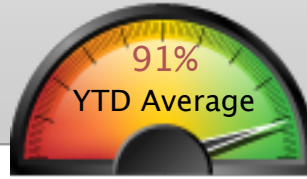
Region: Western

COMPANY RANK YTD

23/34



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|----------------------|-----------------|-----------------|--------|
| Overall | 87% | 81% | +6% |
| Greeting | 100% | 44% | +56% |
| Technicians | 71% | 100% | -29% |
| Store Appearance | 86% | 100% | -14% |
| Maintenance Revie... | 100% | 83% | +17% |
| Service | 100% | 100% | -- +0% |
| Closing | 67% | 50% | +17% |

078504: 078504: YTD

| | |
|-----------------|-------|
| Location | 87% |
| Company | 91% |
| Your Rank | 23/34 |
| Your Percentile | 33rd |

| | |
|------------------|-----|
| Location avg (1) | 87% |
| District avg (6) | 94% |
| Region avg (9) | 90% |
| Company avg (35) | 91% |

CONTROLS

| QUESTION | SCORE | ANSWER |
|-------------------------------------------------------------------------------------------------|-------|-----------|
| Oil Change | | Yes |
| Car Wash | | No |
| 1. Shop date: | | 1/9/2019 |
| 2. Day: | | Wednesday |
| 3. Time In: | | 8:30 AM |
| 4. Time Out: | | 9:30 AM |
| 5. Total mileage on your car (odometer reading): | | 183573 |
| 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): | | \$59.66 |
| Total Amount Spent: | | \$85.83 |

GREETING 100% (9/9) - -

| | | |
|-----------------------------------------------------------------------------------------------------|-----|---------------|
| 1. How long before you were greeted? | | 01:00 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? | | Good 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? | | 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)

When I pulled up to the garage, there was one vehicle inside and another outside waiting. Myla looked at my license and then went to a computer. She came up to my window and greeted me. She asked what service I wanted. I told her I wanted an oil change. She asked if I wanted synthetic or conventional. I told her conventional. Myla then had me fill out a service sheet and sign it. Myla said to leave the keys in the car and wait in the waiting room around the front of the shop. She said that it would take about 30 minutes.

TECHNICIANS 71% (5/7) - -

| | | |
|--------------------------------------------------------------------------------------------------------------|-----|--------------------|
| Technician Name: | | Rannie |
| ...Gender | | Male |
| ...Age | | 21-30 |
| ...Height | | 5 ft 6 in |
| ...Hair Color | | Black |
| ...Other distinguishing characteristics | | Goatee and tattoo. |
| 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.) | | 53:00 |
| 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)

The technician was neat in appearance and in uniform. The technician was friendly and polite. The service time was longer than the quoted timeframe.

STORE APPEARANCE 86% (18 / 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? | 1/2 | Acceptable |
| 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? | 0/2 | No |

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 area was clean, tidy and very comfortable to sit in. The cashier area was neat and organized. The magazines were current. There were 2 television sets. There were no menu boards. The restroom was clean and well maintained. The toilet paper roll had only about three sheets of paper left on it and there were no spare rolls available in sight. There was also some air bubbles on the tint covering the front window.

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 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)

Rannie asked me if I wanted to have my transmission drained, and also if I wanted them to replace my air filter. He showed me the air filter, which was really dirty. I decided to go for the air filter change, but not the transmission fluid change. I asked what was the white residue on the inside of my hood. He told me it was from my left battery terminal and suggested I have it replaced soon.

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)

All the employees were busy doing job related tasks. 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 67% (8 / 12)

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

Myla checked me out very quickly. She went over the things that were done and recommendations, showing the list to me on the computer. She rang me up and thanked me. She as well as the technicians seemed rushed. I was not told about the computer tracking the service history. The top off policy was not mentioned. I was not reminded when to come back. I was thanked 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: | | 8 |
| 5. Could anything have been done to make your experience better? | | Yes |

...IF YES, PLEASE EXPLAIN:

I was asked by Myla when I arrived if I wanted conventional or synthetic. I clearly stated conventional. Upon checking my receipt, I discovered I was charged for synthetic service. I spoke to Rannie who said that they no longer offered conventional.