



YOUR SCORE

86%
60/70 points



LOCATION AVG YTD

86%
1 Evaluation



EVALUATION # 3369351

01-05-2019

Survey: General

078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502

District: 0785

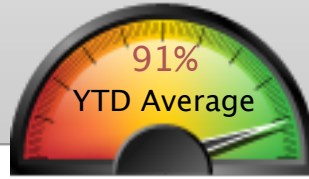
Region: Western

COMPANY RANK YTD

27/34



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	86%	87%	-1%
Greeting	89%	100%	-11%
Technicians	100%	57%	+43%
Store Appearance	90%	71%	+19%
Maintenance Revie...	83%	100%	-17%
Service	89%	100%	-11%
Closing	67%	100%	-33%

078502: 078502: YTD

Location **86%**
Company **91%**
Your Rank **27/34**
Your Percentile **21st**

Location avg (1) 86%
District avg (6) 94%
Region avg (9) 90%
Company avg (35) 91%

CONTROLS

Close PDF
Email

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		1/5/2019
2. Day:		Saturday
3. Time In:		12:38 PM
4. Time Out:		1:56 PM
5. Total mileage on your car (odometer reading):		90652
6. # of cars waiting outside bay to be serviced:		6
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$55.49
Total Amount Spent:		\$55.49

GREETING 89% (8 / 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?		Hi, 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?	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)

Cars were lined up outside the drive up lane. I pulled in line behind the last vehicle where a technician was talking to the driver. Within two minutes, she approached and greeted me, asking how can she could help me. After advising her I wanted an oil change, she provided me an estimate of an hour 30 minutes. I asked her what type of oil I had in the past. She advised she could check for me and returned promptly to advise. She then advised me they discontinued offering standard oil. She also said that for the synthetic blend, they now decreased the price to \$52.99. After completing the intake form, she advised me I could leave my car where it was. No floor mat or seat cover was put in the vehicle. No floor mat or seat cover was put in my car.

TECHNICIANS 100% (7 / 7) - -

Technician Name:		Crystal
...Gender		Female
...Age		21-30
...Height		5 ft 8 in
...Hair Color		Brown
...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.)		78:00
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)

Crystal was very personable. She greeted me with a smile and spoke very politely. She was neat and in uniform. The service was completed within the quoted time frame.

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?	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?	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 grounds and landscaping were well maintained. There was no visible trash around. Within the waiting room, there was ample seating and a television, a magazine rack that was filled with a variety of selections. The waiting room was clean and well maintained. The cashier area was well organized. No coffee or water dispenser was available for customers. The TV monitor that displays the services and pricing was not on. There was no visible display of services offered within the store.

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)

The service presentation was completed quickly. No additional services were discussed or any preventive services were recommended. I asked a question regarding the affects of topping off air pressure with regular air when tires were previously filled with nitrogen. They were able to confidently explain how nitrogen works and reassure me everything would be okay.

SERVICE 89% (8 / 9)

1. Were the required fluids checked?	1/1	Yes
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2. Was your windshield washed?	0/1	No
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 services expected were completed. However, my windshield was only cleaned using my windshield wipers. My vehicle was vacuumed very well. There were no grime or fingerprints left in the vehicle.

CLOSING 67% (8 / 12)

Cashier/Employee at Closing Name:		Unknown
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color:		Brown
...Other distinguishing characteristics		Tattoo on chest
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?	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 was not wearing a name tag. I was not called by name when my car was done. The cashier called out the type of vehicle. The services were reviewed. I was not reminded when to come back but the top off policy was explained. I did not pass 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:		9
5. Could anything have been done to make your experience better?		Yes

...IF YES, PLEASE EXPLAIN:

The cashier went through things really quickly and does spend time to talk to the customer and share some services they can offer me, it's a lost opportunity. Using the customer's name is also a very important part of building a rapport as well. Calling me by the make and model of my car instead of calling me by name makes me feel like I am just a transaction.