



YOUR SCORE

67%  
47/70 points



LOCATION AVG YTD

91%  
12 Evaluations



EVALUATION # 3334843

11-16-2018

Survey: General

078502

078502

581 Farrington Hwy  
Flagship Fastlube - Kapolei  
Kapolei HI 96707 US

Location: 078502

District: 0785

Region: Western

COMPANY RANK YTD

26/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	67%	97%	-30%
Greeting	44%	100%	-56%
Technicians	71%	100%	-29%
Store Appearance	62%	100%	-38%
Maintenance Revie...	83%	100%	-17%
Service	100%	100%	-- +0%
Closing	50%	83%	-33%

078502: 078502: YTD

Location **91%**  
 Company **91%**  
 Your Rank **26/42**  
 Your Percentile **39th**

Location avg (12) 91%  
 District avg (72) 93%  
 Region avg (93) 91%  
 Company avg (397) 91%

CONTROLS

Close PDF  
 Email

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		11/16/2018
2. Day:		Friday
3. Time In:		4:13 PM
4. Time Out:		6:07 PM
5. Total mileage on your car (odometer reading):		88500
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):		\$50.25
Total Amount Spent:		\$50.25

<b>GREETING 44% (4 / 9)</b>		
1. How long before you were greeted?		23:45 min:sec
2. Was this an appropriate amount of time?	0/2	No
3. Was the greeting warm and friendly?	0/2	No
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?		Hey. Anybody help you yet? What can we do for 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)***

Within less than a minute of me pulling up beside a car in the other lane, the technician, Sabrina, walked to the car beside me. She alternately leaned into the window and spoke to the driver for about 22 minutes, whom she seemed to know quite while. After 23 minutes, Sabrina walked up to my window, and asked, "Hey, anybody help you yet?" I said no, and she said, "No, not yet? What can we do for you today?" I explained I needed to get an oil change. She asked "Have you been here before?" and when I said probably not, she said to give her one second. She then walked away and back into the office area. Sabrina came back out three minutes later with her clipboard. She asked if I knew what type of oil I wanted to use. She asked my mileage. Sabrina said it would be about an hour and a half and said, "We do have three choices for the oil change. She gave me the prices and how often each option needed to be serviced. I said I wanted the basic. Sabrina asked for my name, address, and phone number. She said it would be \$47.99 and asked me to sign the work order. While signing, I pointed out the time to finish would put it past the posted closing time of 6:00pm, and requested to confirm they would still finish it if it was after closing time. She said yes, and when I requested a total cost, she quoted \$50.25 if the vehicle didn't take more than five quarts of oil, which she said she didn't think it would. She said they would "give you a call or let you know if there were any other recommended services for the vehicle, and if you want to get any of them done then. If not she said then they would just do the regular oil change. I said I would be waiting on site. Sabrina placed the work order on the dash and walked away. A mat or cover were not placed in my vehicle.

<b>TECHNICIANS 71% (5 / 7)</b>		
Technician Name:		Sabrina
...Gender		Female
...Age		21-30
...Height		5 ft 7 in
...Hair Color		Brown

...Other distinguishing characteristics		Tattoo of a face on her right inner forearm
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.)		88:15
4. Was this time within the original quoted time frame?	2/2	Yes
5. Was the technician polite and friendly?	0/2	No

**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)**

Sabrina was very friendly with the other customer in the vehicle beside me, but did not make any eye contact, did not smile, and made no effort to explain the long wait or mitigate it with an apology to me. She was polite, answered my questions, and gave me the straightforward information. She was neat in appearance and in uniform.

**STORE APPEARANCE 62% (13 / 21)**

1. How was the overall curb appeal?	1/2	Acceptable
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?	1/2	Acceptable
...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?	1/2	Acceptable
7. Were there paper supplies available in the restroom?	0/2	No
8. Did ample lighting exist?	2/2	Yes
9. Were all windows clean?	0/2	No
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 waiting area was clean and neat except for a soda cup left on the floor by a customer chair, which was never picked up. There was also a rug at the entry that kept getting curled and people kept tripping on it. Several times, a customer moved it out of the doorway where it kept sliding, but it would not lay flat on the edge. The cashier area was mostly cleaned off, except for office type supplies, keys, and the terminals. The outside area was mostly concrete with three benches and two tables on one side of the bays and a narrow strip of grass on the far side of the bay, which was cut appropriately, and appeared well watered and green. The signage was clear. The inside had a television screen with the services and prices listed at the bottom and right side and a little section with an animated video with vehicle tips. It was clear and clean, although it had at least one service listed, which I was told they were not doing anymore, which were tire alignments. There was no coffee or water available, but a rack of magazines, and a television playing quietly. It was very cold with the air conditioning running. The restroom was clean, but had no paper towels in the dispenser. The front door window and the windows to the bay had smudges on them, but nothing I would have paid attention to if I weren't making an effort to notice.

**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)**

As I was paying my bill, Sabrina quickly reviewed the listed items which were checked and added. She explained they would top off my fluids at any of their locations before the date on the bottom of my invoice, which she circled. She did not recommend any items to add, offer any additional services, or explain service time frames or suggested preventative maintenance. I asked how often they recommend an alignment be done, and she said she thought it was around 50,000 miles and she could check for the information on a brochure but was unable to find it. She explained this location doesn't do the alignments because it's the smallest, and I'd have to go to another location, but they've temporarily suspended technical services, so aren't doing the alignments right now.

**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 ADDRESSES ABOVE AND EXPLAIN NO ANSWERS. PLEASE COMMENT ON WHAT OTHER EMPLOYEES WERE DOING WHILE YOUR CAR WAS BEING SERVICED: (100-CHARACTER MINIMUM)**

The outside of the windshield was washed. My vehicle was vacuumed. There were only three employees working, but they all appeared to stay busy and productive.

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

Cashier/Employee at Closing Name:	Sabrina
...Gender	Female
...Age	21-30
...Height	5 ft 7 in
...Hair Color:	Brown
...Other distinguishing characteristics	Tattoo of a face on right inner forearm

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?	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**

Sabrina went through the list of items. She circled the recommend next service date when she was telling me about the top off policy. She apologized twice for the long wait time She did not make eye contact, although she did smile a little. Sabrina said she didn't know when they would be doing them again. After I paid and signed, she thanked me, but did not say anything about returning. I did not pass other employees as I was leaving. I believe they were on the other side of the bays from the waiting area.

**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?	No
3. How would you rate the value of the service for the price paid?	Unacceptable
4. Please rate your overall experience:	3
5. Could anything have been done to make your experience better?	Yes

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

They need more people working as there was space for four cars in the bays, but only two technicians working on cars. Two hours was too long to wait for an oil change. The waiting area was cold. The cashier was polite, but not welcoming or friendly. There was no effort to interact with those waiting or to check on their comfort during the wait. Since the wait was long, water or coffee would have been nice, to be told there was a restroom and pointed towards it as part of the waiting room would have been helpful, and suggestions of going to the nearby fast food or other places while waiting would have shown concern for customer comfort. There was none of this.