



EVALUATION # 3346294

12-07-2018

Survey: General

078502

078502

581 Farrington Hwy
Flagship Fastlube - Kapolei
Kapolei HI 96707 US

Location: 078502

District: 0785

Region: Western

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

YOUR SCORE

87%
61/70 points



LOCATION AVG YTD

91%
12 Evaluations

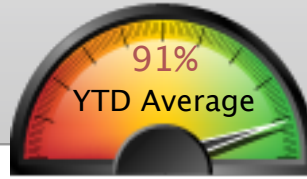


COMPANY RANK YTD

26/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	87%	67%	+20%
Greeting	100%	44%	+56%
Technicians	57%	71%	-14%
Store Appearance	71%	62%	+9%
Maintenance Revie...	100%	83%	+17%
Service	100%	100%	-- +0%
Closing	100%	50%	+50%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		12/2/2018
2. Day:		Sunday
3. Time In:		9:29 AM
4. Time Out:		10:50 AM
5. Total mileage on your car (odometer reading):		182854
6. # of cars waiting outside bay to be serviced:		5
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$50.98
Total Amount Spent:		\$53.38

GREETING 100% (9 / 9)

1. How long before you were greeted?		04:13 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?		Aloha. How are 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?	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)

I pulled into the establishment and noted two cars in the bay and five cars waiting. A female employee with glasses was assisting customers and had a clipboard. She finished working with the customer ahead of me and then greeted me with a warm Aloha. She asked how I was doing and engaged me in personal conversation. She asked what we were doing and I said an oil change. She filled out a form and asked for my mileage. She handed me the board and asked me to fill in personal information, initial and sign. She then disappeared. I filled out the paperwork and was approached by a male who stated he could take the clipboard. He stated it would be about an hour and invited me to get something to eat or make myself comfortable in the waiting room.

TECHNICIANS 57% (4 / 7)

Technician Name:		Unknown
...Gender		Female
...Age		21-30
...Height		5 ft 2 in
...Hair Color		Black
...Other distinguishing characteristics		Black Glasses
1. Was the technician in uniform?	0/1	No
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.)		75:22
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 stated it would be about an hour, but it about an hour and 15 minutes. Both the female and the male technicians were nicely dressed and well groomed in uniform, but not wearing visible name tags. The greetings were upbeat and friendly with a nice tone. The service time was not completed within the quoted time frame.

STORE APPEARANCE 71% (15 / 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.)		No
...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?	0/2	No
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 menu board was electronic and easy to see. The walkways were covered with old black gum and there was litter as well as cigarette butts. Signage was clear and in good condition. The cashier station had pieces of sticky tape on the front face. Coffee was not available and the windows had smears and smudges. The floor was dirty and reading materials were available. The unisex bathroom did not have a place to set a bag or a purse. The floor was sticky and the sink was stained with grease. The commode was not flushed. The restroom was nicely stocked.

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.		Tire Rotation 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)

Tia approached me with a smile and warm hello. She showed me the service review and recommended several services including, air filter, automatic transmission, tire rotation, and injector cleaner service. She told me the prices for each service and thoroughly answered all my questions.

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)

I entered my vehicle and noted it was vacuumed and the windshield was washed. The vehicle was free of fingerprints, but the seat was all the way back. All employees were working together as a team and the establishment seemed to run smoothly.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Unknown
...Gender		Female
...Age		21-30
...Height		5 ft
...Hair Color:		Black
...Other distinguishing characteristics		Black Glasses
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?	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?		Yes

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 female employee called out my name and invited me to approach the register. She pulled up my information and reviewed the service checklist. She stated a reminder sticker was placed in the windshield and reminded me of the top off policy. She announced my total and accurately processed my transaction. She asked me to sign and then stapled all paperwork. She handed me the materials, thanked me and invited me to return.

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:

The restroom needed attention along with a hook or stool to put items on. I was greeted in an acceptable amount of time, but it could have been quicker. The waiting area was dated and in need of renovations. Coffee or water would be a welcome addition. Overall, the staff was friendly and helpful. I would absolutely

return.