



YOUR SCORE

100%
70/70 points



LOCATION AVG YTD

100%
1 Evaluation



EVALUATION # 3374964

01-04-2019

Survey: General

078505

078505

94-165 Kupuohi Street #302

Flagship FastLube - Kunia

Waipahu HI 96797 US

Location: 078505

District: 0785

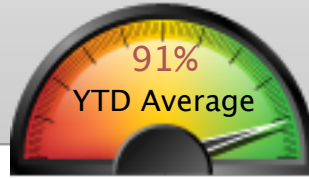
Region: Western

COMPANY RANK YTD

1/34



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	100%	76%	+24%
Greeting	100%	89%	+11%
Technicians	100%	71%	+29%
Store Appearance	100%	81%	+19%
Maintenance Revie...	100%	67%	+33%
Service	100%	100%	-- +0%
Closing	100%	50%	+50%

078505: 078505: YTD

Location **100%**
 Company **91%**
 Your Rank **1/34**
 Your Percentile **100th**

Location avg (1) 100%
 District avg (6) 94%
 Region avg (9) 90%
 Company avg (35) 91%

CONTROLS

Close PDF
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QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		1/4/2019
2. Day:		Friday
3. Time In:		8:55 AM
4. Time Out:		9:58 AM
5. Total mileage on your car (odometer reading):		273863
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):		\$52.99
Total Amount Spent:		\$50.25

GREETING 100% (9/9)

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?		Good morning. How can we help 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?	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 up to an open area behind the bay. An associate approached me with a friendly greeting and inquired about the service I wanted. She saw I had been there before and asked what type of oil I wanted. She then asked if I wanted other services but I declined. The associate asked for my mileage. She asked me to initial and sign the invoice paperwork. She then invited me to wait in the customer lounge and to leave my key in the car.

TECHNICIANS 100% (7/7)

Technician Name:		Tia
...Gender		Female
...Age		21-30
...Height		5 ft 6 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.)		59:00
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)

The technician was professional, focused, and friendly. Her uniform was in good order and clean. She had a name tag. Her personal appearance was exceptional.

The service was completed within the stated timeframe.

STORE APPEARANCE 100% (21 / 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 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 interior and exterior areas were in very good condition. The landscaping looked healthy and trimmed. The parking area was well-maintained and clean. The interior of the facility had a very clean and fully operational restroom. The waiting room had comfortable and clean chairs, TV, and reading room. The air condition was working. The menu board was in good order, with no missing numbers or letters.

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
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 maintenance review was with the cashier. She reviewed each line item and informed me of the current status. She made several recommendations, including a tire rotation, an air filter change and a transmission service. She was not pushy and answered my questions, as needed.

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 received my vehicle in better condition than when I drove to the facility. The vacuuming was done and windows were wiped clean. All four tires were checked for air pressure. The associates worked productively.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Candy
...Gender		Female
...Age		31-40
...Height		5 ft 6 in
...Hair Color:		Brown
...Other distinguishing characteristics		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 cashier reviewed the work with me and processed my payment correctly. She reminded me of there top-off policy and told me when my next oil change would be. She provided the required paperwork and receipt. As I was leaving, I received a friendly parting comment from the technician, Tia.

OVERALL

1. If the phone rang while you were there, was it answered professionally within 3 rings?		N/A
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?		Excellent
4. Please rate your overall experience:		10/Excellent
5. Could anything have been done to make your experience better?		No

...IF YES, PLEASE EXPLAIN: