



EVALUATION # 3320155

11-11-2018

Survey: General

078505

078505

94-165 Kupuohi Street #302

Flagship FastLube - Kunia

Waipahu HI 96797 US

Location: 078505

District: 0785

Region: Western

078505: 078505: YTD

Location **96%**
 Company **91%**
 Your Rank **5/42**
 Your Percentile **90th**

Location avg (12) 96%
 District avg (72) 93%
 Region avg (93) 91%
 Company avg (397) 91%

CONTROLS

Close PDF
 Email

YOUR SCORE

99%
 69/70 points



LOCATION AVG YTD

96%
 12 Evaluations

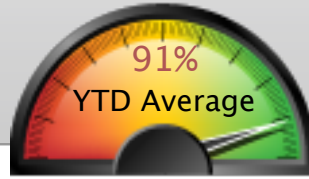


COMPANY RANK YTD

5/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 99%	✓ 96%	▲ +3%
Greeting	○ 89%	○ 89%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 95%	▲ +5%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	○ 89%	▲ +11%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		11/10/2018
2. Day:		Saturday
3. Time In:		1:30 PM
4. Time Out:		2:26 PM
5. Total mileage on your car (odometer reading):		69667
6. # of cars waiting outside bay to be serviced:		2
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$47.99
Total Amount Spent:		\$45.02

GREETING 89% (8 / 9)

1. How long before you were greeted?		01:12 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?		"How may I 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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		45:00 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 was greeted within a minute. The employee was warm and friendly. He was at eye level with me. I was asked what services were required. I mentioned I needed an oil change. No floor mats were used before the car went into the service bay. I was quoted a time of forty-five minutes for the oil change.

TECHNICIANS 100% (7 / 7)

Technician Name:		Collin
...Gender		Male
...Age		31-40
...Height		5 ft 10 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.)		30:40
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 in uniform and his appearance was presentable. The time quoted for the oil change was within the quote time frame of forty-five minutes. The technician was polite and friendly.

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.)		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?	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?	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 overall curb appeal and landscaping was well maintained and clean. Both the indoor and outdoor signage was appropriate and presentable. The cashier area was clean and presentable, with no food or beverages present. The waiting area was clean and maintained. There was coffee, a magazine rack and a TV. The restroom was neat with an ample supply of hand towels and soap. All of the menu boards were easy to read and they were maintained.

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?		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 technician was eye level with me throughout the conversation and went over all of things were done to the car. I asked what keeps the car more efficient. He said to have the car tire pressure brought up to manufacturer recommendations once a month and have the oil changed every three thousand miles. All of the preventive maintenance services were discussed by both the cashier and the technician. I was not offered any additional services and I was not pressured to purchase anything.

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 of the fluids were topped off. The windshield had been washed and the car was properly vacuumed. The technicians left the car free of fingerprints, dirt and grime. All of the employees were being productive while the car was being serviced.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:

Candy

...Gender

Female

...Age

31-40

...Height

5 ft 8 in

...Hair Color:

Black

...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?

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

Yes

shop thank you?

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)

All of the services were professionally explained and I was told that their computer tracks the car history. I was told about the top off policy and told they would fill any fluids free of charge. A reminder sticker was been placed on the driver side for the next oil change. I was provided a receipt, thanked and invited back for my next oil change. While I was walking out, other employees thanked me.

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?

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:

Whenever the phone rang it was picked up within three rings and it was answered professionally. Based on service levels I received, I would come back. The price paid for the oil change was worth the value. Overall it was excellent and and I was treated well as a customer.