



EVALUATION # 3350159

12-02-2018

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
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YOUR SCORE

76%
 53/70 points



LOCATION AVG YTD

96%
 12 Evaluations

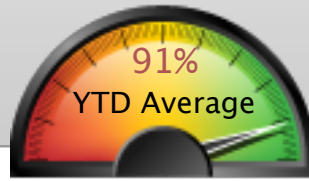


COMPANY RANK YTD

5/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	76%	99%	-23%
Greeting	89%	89%	+0%
Technicians	71%	100%	-29%
Store Appearance	81%	100%	-19%
Maintenance Revie...	67%	100%	-33%
Service	100%	100%	+0%
Closing	50%	100%	-50%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		12/2/2018
2. Day:		Sunday
3. Time In:		3:30 PM
4. Time Out:		4:42 PM
5. Total mileage on your car (odometer reading):		27440
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):		\$69.99
Total Amount Spent:		\$81.65

GREETING 89% (8/9) - -

1. How long before you were greeted?		01:00 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 I 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?	0/1	No
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)

Although there were cars waiting, we were able to drive up to the work bay area (next in line). The greeting by Kevin was prompt; not immediate because he just finished talking to another customer that drove up prior to me. He approached with a smile on his face. His tone of voice was very friendly. He asked how he could help me and asked me to fill out sections on the form that were already circled. The greeting was quick and courteous. A mat was not used.

TECHNICIANS 71% (5/7) - -

Technician Name:		Kevin
...Gender		Male
...Age		21-30
...Height		5 ft 10 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.)		67:00
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 technicians appeared to all be working. They were all in uniform. They were very clean. The time to complete the service was not within the same time frame as

I was quoted; though it was close.

STORE APPEARANCE 81% (17/21)

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.)	0/1	No
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)

Exterior landscaping was minimal. The waiting area was clean but seemed aged. Windows were all clean. There was a window that faced the work area to watch what the technicians were doing. It was such a small waiting area. Watching the television was difficult due to glare coming off the windows which surrounded the waiting area. There were only two magazines. They were easily accessible on a small table but they were outdated (September 2018). Other than the chairs and television (which was hard to see), there was nothing else for the customer; no water or coffee. The restroom was surprisingly clean and well stocked.

MAINTENANCE REVIEW PRESENTATION 67% (8/12)

1. Was the technician at eye level with you while doing the presentation?	0/2	No
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)

There was no presentation from the technician. When my car was finished, only the cashier spoke with me. She went through a checklist of things done as she read off what was on her screen. She went through it so fast. I barely recognized the fact that an air filter change was recommended. She did not stop or pause to find out if I was interested in having it done. She simply went through everything on her screen, which appeared to be a requirement. She didn't review the checklist to determine if I wanted to have the additional maintenance performed. She was not at eye level as she spoke with me.

SERVICE 100% (9/9)

1. Were the required fluids checked?	1/1	Yes
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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)

My vehicle was vacuumed and the front and rear windows were cleaned but it was not done very well. On the driver side, the floor mat was askew and you could see a lot of dirt on the exposed carpet area. The front window was also still dirty because it wasn't wiped dry on the passenger side. As I watched the cashier cleaning the windows, it appeared she was trying to not to let water enter the engine area as the technician was still in the area. Instead of wiping the water to the side, she tried wiping it up the windshield and then to the side. This left visible water marks on that side of the windshield because it was not completely dry on that side.

CLOSING 50% (6 / 12)

Cashier/Employee at Closing Name:		Stacey
...Gender		Female
...Age		21-30
...Height		5 ft 10 in
...Hair Color:		Blond
...Other distinguishing characteristics		
1. Was the service explained professionally at ring out?	0/2	No
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 went through the checklist with me but did not explain the service. Although she did not tell me when to return, she did say that a sticker was placed in the window as a reminder of when to return. At the end, she thanked me and invited me to come again but she did not use my name at that time. Walking to my car, there was no acknowledgment from the technicians.

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?		Acceptable
4. Please rate your overall experience:		7
5. Could anything have been done to make your experience better?		Yes

...IF YES, PLEASE EXPLAIN:

My experience would have been better if more care was taken to ensure my seat was covered before the technicians sat in my car, and that the vacuum job and

window cleaning was done well. The checkout process with the cashier was also done in a manner that wasn't service oriented. That didn't make the service bad but it wasn't great.