



EVALUATION # 3375178

01-10-2019

Survey: General

078506

078506

826 Kamehameha Hwy
Flagship FastLube - Pearl City
Pearl City HI 96782 US

Location: 078506

District: 0785

Region: Western

078506: 078506: YTD

Location **97%**
Company **91%**
Your Rank **8/34**
Your Percentile **79th**

Location avg (1) 97%
District avg (6) 94%
Region avg (9) 90%
Company avg (35) 91%

CONTROLS

Close PDF
Email

YOUR SCORE

97%
68/70 points



LOCATION AVG YTD

97%
1 Evaluation

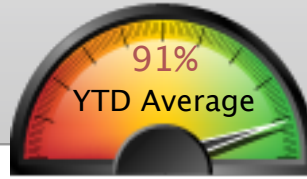


COMPANY RANK YTD

8/34



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 97%	✓ 100%	▼ -3%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 90%	✓ 100%	▼ -10%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		1/2/2019
2. Day:		Wednesday
3. Time In:		11:41 AM
4. Time Out:		12:00 PM
5. Total mileage on your car (odometer reading):		106368
6. # of cars waiting outside bay to be serviced:		3
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$52.99
Total Amount Spent:		\$81.66

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?		Hi. Sorry for the wait. 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?	1/1	Yes
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)

As I drove up to the bays, there were five cars being worked on in three bays and three cars waiting to be serviced. I drove up behind one of the waiting cars and stopped. Krystalyn was running back and forth between the bays and the waiting room. After I waited for two minutes, which was appropriate for this level of business, she grabbed a clipboard, came up to my car, bent over, and said, "Hi. Sorry for the wait. What can we do for you today?" I asked for a basic oil change. Krystalyn said she saw I had gotten conventional oil changes in the past but they no longer used conventional oil and the basic oil change used a synthetic blend. She told me it would be \$52.99 and asked if that was okay. I said it was fine. She said it was a little busy so it would take around 90 minutes to finish the oil change. Krystalyn asked if there were any other services I needed. I asked if it would be possible to get a state safety check along with the oil change. Krystalyn said they could, and it would not add any time so both could be finished in 90 minutes.

TECHNICIANS 100% (7/7) - -

Technician Name:		Krystalyn
...Gender		Female
...Age		21-30
...Height		5 ft
...Hair Color		Black
...Other distinguishing characteristics		Glasses
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.)		74:30
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)

Krystalyn was dressed in a clean uniform. She was very polite and friendly as she spoke with me. The service was completed in the stated time frame.

STORE APPEARANCE 90% (19 / 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 menuboard maintained and easy to read?	0/2	No

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 exterior of the location was very clean, with only a few leaves and very little debris on the grounds. Exterior signage was bright and clean. Inside, the cashier's desk was neat and tidy. The restroom was clean and well lit, with ample bathroom tissue, a working soap dispenser, and working hand dryer. The waiting area was clean, well lit, and well maintained with clean windows, walls, and floor. Coffee was available from a dispenser. There were current magazines available in a wall-mounted stand and a large flat screen television with appropriate programming playing. There was another television that would ordinarily have served as a menu board but it was either not turned on or was malfunctioning.

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 Cooling System 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)

When my oil change was nearly done, Krystalyn came over to discuss some suggested maintenance items. She went over the radiator service, tire rotation, fuel injector cleaning, and power steering service. She said the recommendations were based on the car's mileage. I said I had those services done elsewhere recently. I

asked about the synthetic blend oil change itself and Krystalyn explained synthetic oil did a better job of preventing engine sludge than conventional oil, and that was why they stopped using conventional oil. I asked if it would be a good idea to use only synthetic oil on my next oil change. Krystalyn said it might not be a bad idea because my vehicle had over 75,000 miles. She said using all synthetic oil on higher mileage vehicles was a good idea because the synthetic oil stayed cleaner, was less prone to engine sludge, and could even help to clean sludge that might have started to build. Krystalyn added because of those advantages, the change interval when using all synthetic oil was 5000 miles instead of 3000 miles. She added it was completely my choice if I wanted to change to the full synthetic oil next time.

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 the technicians were constantly busy working on vehicles during my entire visit. My vehicle was delivered to me with clean windows and floor. The seats were free of smudges. My tires were inflated to the recommended pressure, fluid levels were checked, and any low fluids, except for brakes, were topped off.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Lei
...Gender		Female
...Age		21-30
...Height		5 ft
...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 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)

When my vehicle's oil change and state safety inspection were completed, Lei called me over to ring me up. She went over the services that were performed, including topping off of fluids as needed. She reminded me of the free top-off policy. She informed me the computer tracked each of the services done. She gave my my receipt, said I would be due for my next oil change in four months or in 4000 miles, and said there was a reminder sticker on my front windshield. Lei thanked me by name and said she looked forward to seeing me again for another oil change or other service when I needed it. As I walked to my vehicle, which was right outside the waiting room door, a technician saw me, waved, thanked me for coming in, and wished me a happy New Year.

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: