



### YOUR SCORE

**81%**  
57/70 points



### LOCATION AVG YTD

**94%**  
12 Evaluations



EVALUATION # 3303397

10-15-2018

Survey: General

078506

078506

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

Location: 078506

District: 0785

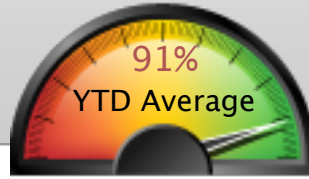
Region: Western

### COMPANY RANK YTD

**11/42**



### THIS SCORE VS COMPANY YTD



### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	81%	100%	-19%
Greeting	44%	100%	-56%
Technicians	100%	100%	+0%
Store Appearance	100%	100%	+0%
Maintenance Revie...	83%	100%	-17%
Service	100%	100%	+0%
Closing	50%	100%	-50%

### 078506: 078506: YTD

Location	94%
Company	91%
Your Rank	11/42
Your Percentile	76th

Location avg (12)	94%
District avg (72)	93%
Region avg (93)	91%
Company avg (397)	91%

### CONTROLS

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		10/11/2018
2. Day:		Thursday
3. Time In:		4:08 PM
4. Time Out:		4:40 PM
5. Total mileage on your car (odometer reading):		198821
6. # of cars waiting outside bay to be serviced:		0
7. Cost of Basic Oil Change PLUS Tax/Environmental Fees (from OIL CHANGE LINE ITEM ON INVOICE):		\$50.25
Total Amount Spent:		\$50.25

**GREETING 44% (4 / 9)**

1. How long before you were greeted?		01:00 min:sec
2. Was this an appropriate amount of time?	0/2	No
3. Was the greeting warm and friendly?	0/2	No
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?		"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?	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)**

When I first drove up, I waited while the greeter writing something on a clipboard. After a bit, she walked over to the car, then asked, "What can we do for you today?" instead of a greeting. After telling me it would take 45 minutes and there was a lobby by the gas station, she got into the vehicle and moved it into the bay with no seat cover or floor mat used.

**TECHNICIANS 100% (7 / 7)**

Technician Name:		Crystal
...Gender		Female
...Age		21-30
...Height		5 ft 7 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.)		31:00
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 dressed neatly and in uniform. She was polite. The service was completed in the time frame quoted.

## 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 exterior of the facility was clean. The landscaping was neat in appearance. The waiting room was air-conditioned and had ample seating and monitors showing promotional TV shows with advertising in between. The restroom was clean and well stocked. There were no unpleasant odors.

## MAINTENANCE REVIEW PRESENTATION 83% (10 / 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.		Cooling System Service Transmission Service Other
8. At any time, did you feel pressure to purchase anything?	0/2	Yes

**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)**

While sitting in the waiting room, the technician called out my name. He showed me a work order that totaled \$373, and another paper for new tires that totaled just under \$800. When I questioned the price of the tires, he said it included valve stems and balancing.

## 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)**

The fluids and tire pressure were checked. The windshield was cleaned and the vehicle vacuumed. The employees were keeping busy, although there were times where they would be talking.

**CLOSING 50% (6 / 12)**

Cashier/Employee at Closing Name:		Lei
...Gender		Female
...Age		31-40
...Height		5 ft 1 in
...Hair Color:		Black
...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?	0/2	No
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?	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)**

When checking out, the cashier did not mention the computer keeping track of all services or the services completed but she did mention the top-off policy. A sticker was on the windshield and I was given a receipt, but I was not thanked by name and no one else thanked me as I was walking to the vehicle.

**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:		8
5. Could anything have been done to make your experience better?		Yes

**...IF YES, PLEASE EXPLAIN:**

The greeter should provide a greeting.