



### YOUR SCORE

**97%**  
68/70 points



### LOCATION AVG YTD

**94%**  
12 Evaluations



EVALUATION # 3335013

11-18-2018

Survey: General

078506

078506

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

Location: 078506

District: 0785

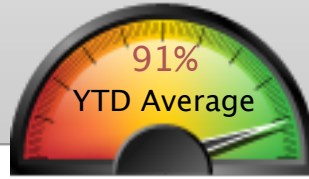
Region: Western

### COMPANY RANK YTD

**11/42**



### THIS SCORE VS COMPANY YTD



### SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 97%	○ 81%	▲ +16%
Greeting	✓ 100%	○ 44%	▲ +56%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	○ 83%	▲ +17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	○ 83%	○ 50%	▲ +33%

### 078506: 078506: YTD

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

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>		11/17/2018
2. Day:		Saturday
3. Time In:		10:36 AM
4. Time Out:		11:48 AM
5. Total mileage on your car (odometer reading):		143111
6. # of cars waiting outside bay to be serviced:		09
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 100% (9/9)**

1. How long before you were greeted?		01:11 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 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?		180:00 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 and the timing was appropriate. The greeting was warm and friendly. I mentioned I needed an oil change. She mentioned it will be roughly three hours.

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

Technician Name:		Brandyn
...Gender		Male
...Age		31-40
...Height		5 ft 9 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.)		68:23
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 the appearance was presentable. The time quote for the oil change was within the time frame. 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 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 curb appeal and landscaping were maintained. Both the indoor and outdoor signage was appropriate. The cashier area was clean and free from any clutter, beverages or food. The waiting area was clean. The coffee was available but did not seem fresh. There was reading material available and it was tucked away neatly in a corner. The restroom was clean for the most part, except the ceiling fan had debris and sink was dirty. An ample amount of lighting existed and all the windows were clean. All the menu boards were easy to read.

**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 the things were done to the car. I asked how to get better mileage out of the car and was told by the technician I could inflate the tires to the recommended manufacturer's specification and rotate them every six months to get better performance and mileage out of the car. I was not offered any other services and I did not feel pressure to buy 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 the essential fluids were topped, the tire pressure was brought up to thirty-five psi, the windshield was washed and the car vacuumed. The technicians left the car free of fingerprints, dirt and grime. All the other employees were productive while the car was being serviced.

## CLOSING 83% (10 / 12)

Cashier/Employee at Closing Name:

Cathy

...Gender

Female

...Age

21-30

...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?

0/2

No

3. Did the cashier remind you of a free top off policy?

No

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 the services were done to the car were explained. The cashier did not mention the top off policy or the computer tracked the car history. I was provided with the receipt and I was thanked for my business. I was told the reminder sticker was placed for me on the driver side. I was thanked by my name. The cashier said, "See you again for your next oil change." I was thanked by other employees as I was leaving the bay area.

## 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:**

If the phone rang it was picked up in less than three rings.