



EVALUATION # 3400292

01-29-2019

Survey: General

078501

078501

961 Center Street

Flagship Fastlube - Wahiawa

Wahiawa HI 96786 US

Location: 078501

District: 0785

Region: Western

078501: 078501: YTD

Location **100%**
 Company **91%**
 Your Rank **1/34**
 Your Percentile **100th**

Location avg (1) 100%
 District avg (6) 94%
 Region avg (9) 90%
 Company avg (35) 91%

CONTROLS

Close PDF
 Email

YOUR SCORE

100%
 68/68 points



LOCATION AVG YTD

100%
 1 Evaluation

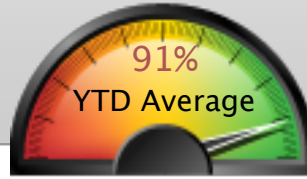


COMPANY RANK YTD

1/34



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

| Section | This Evaluation | Last Evaluation | +/- |
|----------------------|-----------------|-----------------|--------|
| Overall | ✓ 100% | ✓ 97% | ▲ +3% |
| Greeting | ✓ 100% | ✓ 100% | -- +0% |
| Technicians | ✓ 100% | ✓ 100% | -- +0% |
| Store Appearance | ✓ 100% | ✓ 90% | ▲ +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: | | 1/28/2019 |
| 2. Day: | | Monday |
| 3. Time In: | | 4:03 PM |
| 4. Time Out: | | 4:39 PM |
| 5. Total mileage on your car (odometer reading): | | 63652 |
| 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): | | \$55.49 |
| Total Amount Spent: | | \$55.49 |

GREETING 100% (8 / 8)

| | | |
|---|-----|-----------------------------------|
| 1. How long before you were greeted? | | 00:38 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? | | Hello. How can we help 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? | 0/0 | N/A |
| 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)

As I drove into the lot, a technician was already engaged with one customer and another car drove in right in front of me. The technician greeted that customer, then quickly walked over to my car. She gave me eye contact and asked how she could help me. She asked if I had my oil changed there before. I said I did and she asked me to fill out the top portion of the invoice. The technician looked at my sticker on my windshield. She then asked me to read my odometer and asked me to sign the bottom of the work order. She then thanked me and said I could wait in the waiting room while they worked on the car. She said it would take about 45 mins to an hour. I did not see if a mat or cover were placed in my vehicle.

TECHNICIANS 100% (7 / 7)

| | | |
|--|-----|-----------|
| Technician Name: | | travis |
| ...Gender | | Male |
| ...Age | | 21-30 |
| ...Height | | 5 ft 5 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.) | | 33:40 |
| 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 presentable and professional in his uniform and how he presented himself. When I asked a question he gave me eye contact and spoke clearly and courteously. The service was completed in the quoted time frame.

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 store was clean and free of clutter. The floors, windows and chairs and countertops were clean and in good condition. The restroom was clean, free of debris, and had ample supplies. The menu board was a TV monitor which displayed ads about the store and the menu board.

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 cashier went over the service that was completed on my car. She spoke clearly and professionally. When I asked a clarifying question about the service she went over, she politely went out and asked the technician to get the answer. She made sure I was satisfied with the answer. Additional service was not offered.

SERVICE 100% (8 / 8)

| | | |
|---|-----|-----|
| 1. Were the required fluids checked? | 1/1 | Yes |
| 2. Was your windshield washed? | 1/1 | Yes |
| There is no question 3 for this section. | | |
| 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 employees worked well together and engaged in getting cars done. There were other cars in front of me and they all worked together to get each car done. The fluids and tire pressure were checked. The windshield was washed.

CLOSING 100% (12 / 12)

| | |
|---|-----------|
| Cashier/Employee at Closing Name: | Channing |
| ...Gender | Female |
| ...Age | 21-30 |
| ...Height | 5 ft 2 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 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)

The cashier did her best to make sure I understood what service was conducted. She asked if I had any questions and if I knew about the top off policy. The cashier said there would be a reminder sticker on my windshield.

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? | Acceptable |
| 4. Please rate your overall experience: | 10/Excellent |
| 5. Could anything have been done to make your experience better? | Yes |

...IF YES, PLEASE EXPLAIN: