



YOUR SCORE

81%
57/70 points



LOCATION AVG YTD

91%
12 Evaluations



EVALUATION # 3313165

10-24-2018

Survey: General

078501

078501

961 Center Street

Flagship Fastlube - Wahiawa

Wahiawa HI 96786 US

Location: 078501

District: 0785

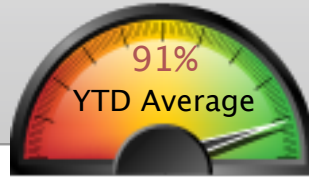
Region: Western

COMPANY RANK YTD

25/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	81%	100%	-19%
Greeting	100%	100%	+0%
Technicians	100%	100%	+0%
Store Appearance	95%	100%	-5%
Maintenance Revie...	67%	100%	-33%
Service	100%	100%	+0%
Closing	33%	100%	-67%

078501: 078501: YTD

Location **91%**
Company **91%**
Your Rank **25/42**
Your Percentile **41st**

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

CONTROLS

Close PDF
Email

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		10/23/2018
2. Day:		Tuesday
3. Time In:		2:05 PM
4. Time Out:		3:15 PM
5. Total mileage on your car (odometer reading):		12168
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):		\$47.99
Total Amount Spent:		\$94.33

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. What can we do for 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?		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)

When I pulled into the service lane, there was an employee helping another customer. After two minutes, she came to me and said hello. She asked how she could help me. I told her I needed an oil change. She said it would be about an hour and asked if that was okay. I said yes and she said she would be right back. She left me alone for three minutes. When she returned, she handed me a clipboard and asked me to fill it out myself, leave it in the car and I could go have a seat in the waiting room. I completed the form for a basic oil change.

TECHNICIANS 100% (7 / 7)

Technician Name:		Audra
...Gender		Female
...Age		21-30
...Height		4 ft 11 in
...Hair Color		Other
...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.)		65:00
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)

Audra was rushed and seemed to be a bit overwhelmed. She was not overly friendly but was polite. She was in uniform and had a neat appearance. I was quoted about an hour and the time was close to this time frame.

STORE APPEARANCE 95% (20/21)

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?	1/2	Acceptable
...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 entry driveway was well labeled. The landscaping on the property was neat and well maintained. The signage was clear and in good condition. The waiting room was neat and organized. The magazines were current and in good condition. The TV was playing clips and tips about maintaining your car. The menu board was digital and had clear graphics. The seating was in good condition. The room was too hot. Someone turned the air conditioning on after I had been there for about 30 minutes. This made the room much more comfortable. The bathroom was very clean and well stocked.

MAINTENANCE REVIEW PRESENTATION 67% (8/12)

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)	0/2	No
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)

None of the employees covered any additional services. The checklist was presented to me on the invoice, but none of it was explained to me. Brian did come into the waiting room to talk to me. All he said was I had chosen the basic oil change on the form, but my car needed full synthetic oil. He told me the price and asked for my approval. I gave the approval. He thanked me and said my car would be ready in a few minutes. I was not offered additional services or was preventative maintenance reviewed with me.

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)

I observed all employees working on cars. The cashier was in and out of the office. She cashed customers out quickly. When I brought my car in the tire pressure light was on. They did not discuss this with me, but they did add air and checked the air pressure. The car was vacuumed well, the windshield was clean. There were no fingerprints left in the car.

CLOSING 33% (4 / 12)

Cashier/Employee at Closing Name:	Autumn
...Gender	Female
...Age	21-30
...Height	5 ft 5 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?		No
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?		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 called out my name when my car was ready. I approached the counter and she told me they had done a full synthetic oil change. She told me my total and I gave her my credit card. She processed the credit card and asked me to sign the receipt. She stapled the receipt to my invoice. She gave me the paper and my keys. She thanked me. She did not review anything on the invoice or on the computer. No one mentioned when I should come back or the top off policy. The cashier did not address me by name.

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:

I felt rushed through the check-in process. The services were not explained to me, so I didn't know if there was anything else I needed.

