



EVALUATION # 3339859

11-25-2018

Survey: General

078501

078501

961 Center Street

Flagship Fastlube - Wahiawa

Wahiawa HI 96786 US

Location: 078501

District: 0785

Region: Western

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

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YOUR SCORE

78%

54/69 points



LOCATION AVG YTD

91%

12 Evaluations

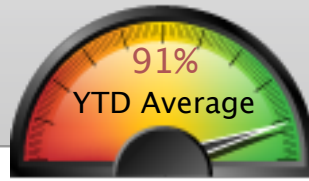


COMPANY RANK YTD

25/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	78%	81%	-3%
Greeting	75%	100%	-25%
Technicians	100%	100%	+0%
Store Appearance	86%	95%	-9%
Maintenance Revie...	83%	67%	+16%
Service	78%	100%	-22%
Closing	50%	33%	+17%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		11/24/2018
2. Day:		Saturday
3. Time In:		12:50 PM
4. Time Out:		1:40 PM
5. Total mileage on your car (odometer reading):		173266
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):		\$50.25
Total Amount Spent:		\$50.25

GREETING 75% (6 / 8) - -

1. How long before you were greeted?		07:09 min:sec
2. Was this an appropriate amount of time?	0/2	No
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 are you going to do 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)

When I arrived, there was one car in the bay, with four cars outside of the bay, waiting to be serviced. I waited seven minutes and nine seconds until an associate came out and greeted me at my car. Trevis asked what I would like and I replied I would like an oil change. Trevis, showed me a list of different options for a full-service oil change and asked which I would like a regular oil change. Trevis handed me a clipboard, told me which parts to fill out. I filled out the form and waited for Trevis to return. Trevis did not return. Three minutes and 41 seconds later, Kaylha came to my car to retrieve the clipboard. She was kind and said, "Take your time," as I gathered my things. I did not see an associate place a disposable floor mat or a disposable seat cover in my car.

TECHNICIANS 100% (7 / 7) - -

Technician Name:		Trevis
...Gender		Male
...Age		21-30
...Height		4 ft 11 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.)		36:25
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)

Trevis was in uniform and he had a name tag on his shirt. He was clean and neat in appearance. I was not verbally quoted a time frame for service but there was a time quoted on the yellow form that a second technician, Kaylha, handed me. It took 36 minutes and 25 seconds for my car to be serviced. Trevis was polite and friendly.

STORE APPEARANCE 86% (18 / 21)

1. How was the overall curb appeal?	1/2	Acceptable
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?	1/2	Acceptable
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 outside was clean and had no trash. There is not much landscaping here. The area around the building was covered with asphalt and concrete. The signage and menu boards were clean, in good condition and easy to read. The windows were clean and streak free. The cashier area was clean and uncluttered. Tables and chairs were clean. The magazines were current and neatly presented on a magazine rack. The temperature was uncomfortably warm. Two ceiling fans were on but did not help to cool the room. The restroom and waiting area were well lit. The floor was clean. Coffee was available. Assorted drinks were available in a large Coke refrigerator. The toilet paper holder was broken and being held up with wire from a clothes hanger, twisted around the handicap rail. There was no extra roll of toilet paper on the table.

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?	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)

Trevis went over the service review and what services were done. He was at eye level with me. I was not told of preventive maintenance recommended by mileage. No other service was recommended. I asked Trevis a question earlier. He knew the answer and I understood the answer he gave. I did not feel pressured to purchase more services.

SERVICE 78% (7 / 9)

1. Were the required fluids checked?	0/1	No
2. Was your windshield washed?	1/1	Yes
3. Was your vehicle vacuumed?	0/1	No
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)

Not all fluids were checked. Before arriving, I knew my power steering fluid level was below the low mark. On the invoice, power steering fluid was marked as full. After I left the location, I checked the power steering fluid level and it was at the same level as when I arrived. My windows were cleaned. The car had not been vacuumed. I was told tires were set at 32 all around. My car was left free of fingerprints, dirt, and grime. While my car was being serviced, the technicians were servicing other vehicles, helping each other or talking to customers about their cars.

CLOSING 50% (6 / 12)

Cashier/Employee at Closing Name:	Trevis
...Gender	Male
...Age	21-30
...Height	4 ft 11 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?	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?		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)

Trevis went over the checklist with me at checkout. I was not told about the computer tracking of my car's service history. I was not told about the free top off policy. I paid with a credit card, and was given a receipt without asking. I was not told verbally when to return for another oil change but was told a reminder sticker was placed on the upper left of the windshield. Trevis, thanked me but not by name. I was not verbally asked to return. As I walked out to my car, after checkout, none of the employees outside of the shop thanked me.

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:	6
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

The phone rang a couple of times while I was waiting. It was answered within 3 rings each time. The power steering fluid was not checked or filled. The experience would have been a lot better if the waiting room was cooler. Complimentary water would good for the customers who don't drink coffee. It took three minutes and 43 seconds from the time I was greeted until the time my car was taken into the bay. The associates were respectful and friendly. The work atmosphere seemed good.