



YOUR SCORE

91%
63/69 points



LOCATION AVG YTD

91%
1 Evaluation



EVALUATION # 3390405

01-24-2019

Survey: General

078503

078503

94-1235 Ka Uka Blvd
Flagship FastLube - Waipio
Waipahu HI 96797 US

Location: 078503

District: 0785

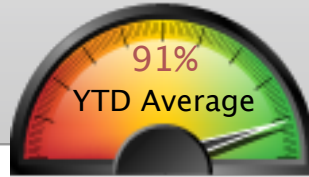
Region: Western

COMPANY RANK YTD

19/34



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 91%	✓ 96%	▼ -5%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	● 81%	● 86%	▼ -5%
Maintenance Revie...	● 83%	✓ 100%	▼ -17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

078503: 078503: YTD

Location **91%**
Company **91%**
Your Rank **19/34**
Your Percentile **45th**

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

CONTROLS

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		1/23/2019
2. Day:		Wednesday
3. Time In:		12:39 PM
4. Time Out:		1:32 PM
5. Total mileage on your car (odometer reading):		88152
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):		\$52.99
Total Amount Spent:		\$55.49

GREETING 100% (9/9) - -

1. How long before you were greeted?		01:00 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?		Hello. How may I 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?	1/1	Yes
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)

I followed the signage to the location. One car was in a bay. I pulled up to a vacant bay. A minute later, Noah arrived, smiled and offered a warm hello. He asked, "How may I help you today?" I asked for an oil change and he asked what type, then stated they changed their services. They only offered synthetic and synthetic blends. He mentioned three types of oil changes and asked me to fill out a form attached to a clipboard. Noah stated it would be 35 to 45 minutes and invited me to wait in the waiting area. He asked for my keys and then reviewed the form for about 40 sections. He placed a mat on the floor and drove my vehicle into the empty bay.

TECHNICIANS 100% (7/7) - -

Technician Name:		Noah
...Gender		Male
...Age		21-30
...Height		5 ft 10 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.)		47:03
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)

Noah was nicely groomed and wearing a complete uniform, with a visible name tag. He quoted about 45 minutes and the service was just two minutes over the quoted time. Noah was very friendly and polite.

STORE APPEARANCE 81% (17 / 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?	1/2	Acceptable
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.)		N/A
...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 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 waiting area had a dirty floor and the materials on arms of chairs were wearing off and falling off in chunks. The restroom was stocked, but the commode and sink were dirty. The cashier station had dings, dirt and old tape. The windows were clean and the menu boards were easy to read. There was a cooler with drinks available for a fee, but coffee was not available.

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?		Yes
7. If yes, check off the services that the technician offered.		Other
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 reviewed the services completed. Noah asked if I was interested in power steering, a fuel system flush or a new battery. The preventative maintenance items were not officially reviewed. Noah answered all my questions and I did not feel pressured at any time.

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)

The fluids were topped off and the floor was clean. The windows were clear and there was no sign of fingerprints or grime. The tire pressure was checked.

CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Makella
...Gender		Female
...Age		21-30
...Height		5 ft 6 in
...Hair Color:		Black
...Other distinguishing characteristics		Nose Ring
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)

Noah entered the office and placed the paperwork on the counter. He smiled and me and thanked me Makella called me over six minutes later and thanked me by name for waiting. She reviewed the services completed and stated a sticker was placed in my window. She stated there were six locations on the island and I could get a fluid top off at any of them. She stated I was now in the system and it would keep a vehicle history for all locations. She announced my total. She processed my transaction promptly and accurately. She gave me a copy of my receipt, thanked me by name and wished me a wonderful day. She gave directions to my vehicle and thanked me again. I walked out the back door to my vehicle and Noah thanked me and wished me a wonderful day.

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:

Beverages and refreshments could be offered such as coffee or chilled water. There were clear signs of deterioration in all aspects of the waiting area from the floor to the chairs to the counters.