



YOUR SCORE

84%
59/70 points



LOCATION AVG YTD

93%
12 Evaluations



EVALUATION # 3302599

10-17-2018

Survey: General

078503

078503

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

Location: 078503

District: 0785

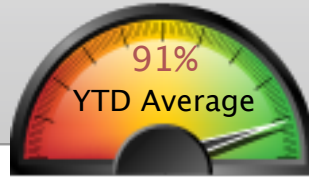
Region: Western

COMPANY RANK YTD

16/42



THIS SCORE VS COMPANY YTD



SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	84%	84%	-- +0%
Greeting	44%	67%	▼ -23%
Technicians	100%	71%	▲ +29%
Store Appearance	100%	90%	▲ +10%
Maintenance Revie...	83%	83%	-- +0%
Service	100%	100%	-- +0%
Closing	67%	83%	▼ -16%

078503: 078503: YTD

Location **93%**
Company **91%**
Your Rank **16/42**
Your Percentile **63rd**

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

CONTROLS

Close PDF
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QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
1. Shop date:		10/17/2018
2. Day:		Wednesday
3. Time In:		3:18 PM
4. Time Out:		5:57 PM
5. Total mileage on your car (odometer reading):		59183
6. # of cars waiting outside bay to be serviced:		5
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 44% (4 / 9) - -

1. How long before you were greeted?		05:15 min:sec
2. Was this an appropriate amount of time?	0/2	No
3. Was the greeting warm and friendly?	0/2	No
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?		"Luv? Luv? What can I help you with?"
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?	0/1	No
8. Were you quoted a time for how long the service would be?		Yes
...If yes, how long were you quoted?		90:00 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 first pulled up to a bay, I waited for a minute then got out, as it was hot sitting in the car. One of the technicians started to ask me what I needed, but another technician was calling out, "Love, Love." The first technician then pointed in their direction. They were trying to get my attention while they were in another car. They wanted me to move from the bay and park in a stall on the other side of the building. I moved my car, then waited for just over 5 minutes before I heard, "Love, Love, what can I help you with?" I said I wanted to get an oil change. Then they waved their hand for me to come back to the bay area. They entered information into a computer then said it would be about 90 minutes because they were busy. I was then told I could leave and they would call me, or I could wait inside. I did not see seat covers used.

TECHNICIANS 100% (7 / 7) - -

Technician Name:		Unknown
...Gender		Female
...Age		31-40
...Height		5 ft 2 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.)		88:00
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)

The technician kept calling me "Love" or "Hun." She did that with the other customers as well, both male and female. She was pleasant, but did keep me waiting out in the sun after making me move my vehicle.

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.)		No
...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 landscaping was kept up nicely. There was no trash visible. The waiting room was also clean with lots of chairs. There was a cooler with drinks available for sale but no complimentary coffee. The restroom was clean and well stocked. There were no foul odors. Lighting was good and bright with the large plate glass windows allowing sunlight in.

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)

The technician started to go over the services done to the vehicle. There was no mention of any preventive maintenance items based on mileage. While going through the items that were on the invoice, another technician came in and asked them a question. They immediately stopped talking to me and now conversed with the other technician. I was handed my invoice and credit card slip while they were still talking, so I started to leave as they continued to speak to each other. There was no pressure to purchase anything as nothing was offered.

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)

According to the invoice, all the services were provided. The cashier had only gone through some of the items before being interrupted. While watching the service bay area, it seemed that the cashier would stop to talk to the other technicians and interrupt what they were doing. They moved around the cars but it didn't seem like there was any routine. My vehicle sat there for 8 minutes after the last technician finished working on it until the cashier moved it from the bay.

CLOSING 67% (8 / 12)

Cashier/Employee at Closing Name:	Unknown
...Gender	Female
...Age	31-40
...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?	0/2	No
3. Did the cashier remind you of a free top off policy?		Yes
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?	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?		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)

Some of the services were explained during the check-out process. It was interrupted by another technician who started to speak to the cashier. No mention of the computer tracking service history was made and I was not reminded when to return. I did receive an invoice and my credit card receipt and was addressed by name. When leaving, no other employee gave me any parting comment.

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?	No
3. How would you rate the value of the service for the price paid?	Excellent
4. Please rate your overall experience:	7
5. Could anything have been done to make your experience better?	Yes

...IF YES, PLEASE EXPLAIN:

I did not appreciate being called "Love" or "Hun." I also did not appreciate sitting there looking at my car while it sat there instead of being moved out of the service bay where I could have checked out earlier.

