



EVALUATION # 3328015

11-10-2018

Survey: General

078503

078503

94-1235 Ka Uka Blvd

Flagship FastLube - Waipio

Waipahu HI 96797 US

Location: 078503

District: 0785

Region: Western

**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  
 Email

**YOUR SCORE**

**100%**

70/70 points



**LOCATION AVG YTD**

**93%**

12 Evaluations

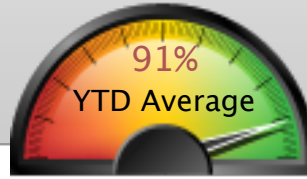


**COMPANY RANK YTD**

**16/42**



**THIS SCORE VS COMPANY YTD**



**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 100%	○ 84%	▲ +16%
Greeting	✓ 100%	○ 44%	▲ +56%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	✓ 100%	✓ 100%	-- +0%
Maintenance Revie...	✓ 100%	○ 83%	▲ +17%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	○ 67%	▲ +33%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		11/9/2018
2. Day:		Friday
3. Time In:		8:21 AM
4. Time Out:		9:21 AM
5. Total mileage on your car (odometer reading):		118655
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):		\$47.99
Total Amount Spent:		\$46.06

**GREETING 100% (9 / 9)**

1. How long before you were greeted?		00:45 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?		"Good morning. How can we help 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)**

As I drove up, I could see they were busy. After parking, I was greeted by an associate. She spoke a friendly greeting and inquired as to what services I needed.

**TECHNICIANS 100% (7 / 7)**

Technician Name:		Chris
...Gender		Male
...Age		41-50
...Height		5 ft 7 in
...Hair Color		Black
...Other distinguishing characteristics		n/a
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.)		60:00
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 was professional and friendly. His uniform was clean and well-maintained, with a name tag on his shirt. When we met later during his presentation on recommendations. He was thorough and spoke with easy to understand terms.

**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.)		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?	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 overall appearance of the store, interior and exterior, were excellent. The waiting room was comfortable with sufficient chairs, reading material, a TV, and comfortable air condition. All of the windows were clean. The restroom was clean and fully operational. The menu board had all of its letters and numbers.

**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?		Yes
7. If yes, check off the services that the technician offered.		Air Filter in cab Windshield Wiper
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 showed me the air filter and windshield wiper that needed to be replaced. He then spoke about the overall condition of the car and felt that it was in satisfactory condition. He was able to answer my questions and I was not pressured to purchase anything.

**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)**

Every employee was busy while I was there. When the vehicle was returned to me, it was clean and in good condition. The vehicle had been vacuumed and the window was clean. The tires had been checked and there was an oil sticker on the front windshield.

## CLOSING 100% (12 / 12)

Cashier/Employee at Closing Name:		Brandy
...Gender		Female
...Age		21-30
...Height		5 ft 4 in
...Hair Color:		Brown
...Other distinguishing characteristics		n/a
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 reviewed the service checklist with me and made the appropriate recommendations. She explained the top-off policy and when my next scheduled appointment should be. She processed my service order for payment correctly. When done, she presented me the receipt and a kind 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?		Yes
3. How would you rate the value of the service for the price paid?		Excellent
4. Please rate your overall experience:		10/Excellent
5. Could anything have been done to make your experience better?		No

**...IF YES, PLEASE EXPLAIN:**

I was treated like a valued customer. The location was very professional and treated all of their customers with respect.