



EVALUATION # 3346127

12-07-2018

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**

**96%**  
67/70 points



**LOCATION AVG YTD**

**93%**  
12 Evaluations

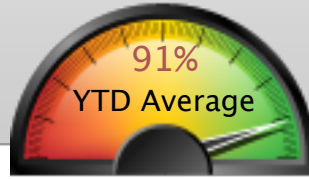


**COMPANY RANK YTD**

**16/42**



**THIS SCORE VS COMPANY YTD**



**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
Overall	✓ 96%	✓ 100%	▼ -4%
Greeting	✓ 100%	✓ 100%	-- +0%
Technicians	✓ 100%	✓ 100%	-- +0%
Store Appearance	⚠ 86%	✓ 100%	▼ -14%
Maintenance Revie...	✓ 100%	✓ 100%	-- +0%
Service	✓ 100%	✓ 100%	-- +0%
Closing	✓ 100%	✓ 100%	-- +0%

QUESTION	SCORE	ANSWER
Oil Change		Yes
Car Wash		No
<b>1. Shop date:</b>		12/1/2018
2. Day:		Saturday
3. Time In:		1:14 PM
4. Time Out:		2:24 PM
5. Total mileage on your car (odometer reading):		97489
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):		\$47.99
Total Amount Spent:		\$47.99

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

1. How long before you were greeted?		01:12 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 services do you need? My name is Chris.
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?		120:10 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 was greeted within minutes and I was asked what type of services I required. The greeting was friendly and warm. The greeter was eye level with me throughout. There was a floor mat put on before the car went into to be serviced. I was quoted two hours for an oil change.

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

Technician Name:		Noa
...Gender		Male
...Age		21-30
...Height		5 ft 7 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.)		60:10
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 in uniform and presentable. I was quoted a time frame of two hours for an oil change, however, the service took about an hour. The technician was polite and friendly.

## STORE APPEARANCE 86% (18 / 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.)		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?	0/2	No
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 exterior and the landscaping were well maintained. Both the indoor and outdoor signage were appropriate. The cashier area was clean and neat, except for the floor mats, which had debris beneath the chairs. The back door mats were dusty and dirty. There was no coffee and there was reading material tucked away neatly in a corner rack. The restroom was clean, except for the ceiling fan and there was debris beneath the sink. There was ample supply of the paper towels and soap. Ample lighting existed and menu boards were easy to read. The windows were dusty and had smudges on them.

## 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.		Transmission Service 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 technician was eye level throughout the conversation and went over the services. I asked the interval for the transmission oil change. I was told that every 20,000 miles and a fuel cleaning system every 15,000 miles. I was offered the transmission flush and fuel injector flush because both were dirty. I did not feel pressure 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)**

All the required fluids were checked and the windshield washed. The car was properly vacuumed and the tire pressure brought up to thirty-two psi. The technicians left the car free from any fingerprints, dirt and grime. All the employees were productive while the car was being serviced.

**CLOSING 100% (12 / 12)**

Cashier/Employee at Closing Name:	Nicholas
...Gender	Male
...Age	31-40
...Height	5 ft 9 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?	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)**

All the services were reviewed. Nicholas said they topped off all essential fluids, except for brake fluid. He said their computer tracks my car's history. I was given a receipt and a reminder sticker was placed on the driver side of the car. I was thanked by my name.

**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?	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:**

Whenever the phone rang, it was picked up in less than three rings.