

Jiffy Lube: 2016 Store Visitation Report		Answer Scores Auditors)
General Information		
Date:	Date	
Store #:	Number	
Time Arrived:	Time of Day	
Time Departed:	Time of Day	
Entity Name:		
Store Manager and/or Assistant Manager:		
Franchisee Leadership District Manager:		
Positions working at store:	Multi-Checkbox (Mult Choice)	CSA(0) UBT(0) LBT(0) CT(0) TL(0) Repair Tech(0) State Inspector(0) Store Manager(0)
Does this location provide Brake & Services?	Yes - No	Yes(0) No(0)
Customer Experience (Pre-Visit)		
Proper telephone techniques are used		
Was the telephone answered before the third ring?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the employee thank the customer for calling, identify store location and provide their name?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the employee speak clearly, and was courteous and friendly?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the employee give their undivided attention and answer all questions?	Yes - No - N/A	Yes(1) No(0) N/A(0)
If call was placed on hold, did employee ask politely?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Customer Experience Notes:		
Facility Appearance - the approach		
Exterior		
Curb appeal is well maintained and inviting to the customer		
Upload Photo of the Curb Appeal:	Picture Upload	
Upload Photo of the Curb Appeal:	Picture Upload	
Upload Photo of the Curb Appeal:	Picture Upload	
Are landscaping and paved areas free of cigarette butts, litter, etc.?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are grass and landscaped areas regularly trimmed and attractive?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are paved surfaces in good condition and properly sealed and striped?	Yes - No - N/A	Yes(1) No(0) N/A(0)
		Soda Machine(0)

Any other items cluttering the Curb Appeal?	Multi-Checkbox (Mult Choice)	Tires Stacked(0) Trash Cans(0) Ash Urns(0) N/A(1)
Dumpster area is clean and well maintained		
Upload photo of Dumpster area:	Picture Upload	
Are dumpster gates working properly and closed? Fences should be clean with links not bent or broken.	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is dumpster area clean and free of spills?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are tires stacked, pallets, old drums?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Pylon Sign, Monument Sign and Readerboard is properly utilized on both		
Upload photo of Pylon Sign, Monument Sign and Readerboard:	Picture Upload	
Upload photo of Pylon Sign, Monument Sign and Readerboard:	Picture Upload	
Is Pylon Sign, Monument Sign or Readerboard clean and in good repair - are lights working? (Ask if too sunny to tell)	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are readerboard messages current and spelled correctly?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is the appropriate message on the Readerboard? Marketing specific?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Overall appearance of the building exterior meets JLI standards		
Upload photo of building exterior:	Picture Upload	
Upload photo of building exterior:	Picture Upload	
Upload photo of building exterior:	Picture Upload	
Upload photo of building exterior:	Picture Upload	
Is exterior paint/awnings in good condition (not peeling, stained, faded or torn) and in compliance with current Jiffy Lube standards for color and scheme?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is exterior lighting functioning properly? (Could ask for all lights to be turned on to see if working)	Yes - No - N/A	Yes(1) No(0) N/A(0)
Exterior signage and POP is approved, current and properly displayed		
Upload photo of exterior signage (POP):	Picture Upload	
Upload photo of exterior signage (POP):	Picture Upload	
Upload photo of exterior signage (POP):	Picture Upload	
Are exterior banners and or signage current, hung straight and are not torn, dangling, etc. - is it too cluttered?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Exterior signage is not damaged, chipped, faded or worn?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Are hours of operation displayed and accurate?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Is FLEET Strip on entrance door, present, in good repair and not faded and current?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Facility Appearance Notes:	Narrative	
Timing Vehicles - the wait		
Service center provided timely service - 3 to 5 Vehicles & Service Review Timed - Scored on Average time		
Car 1		
Total Time at Service Center	Time Length - Mins/Secs	
Total Time Hood UP to Hood Down	Time Length - Mins/Secs	
Total Time CSA Review	Time Length - Mins/Secs	

Car 2		
Total Time at Service Center	Time Length - Mins/Secs	
Total Time Hood UP to Hood Down	Time Length - Mins/Secs	
Total Time CSA Review	Time Length - Mins/Secs	
Car 3		
Total Time at Service Center	Time Length - Mins/Secs	
Total Time Hood UP to Hood Down	Time Length - Mins/Secs	
Total Time CSA Review	Time Length - Mins/Secs	
Car 4		
Total Time at Service Center	Time Length - Mins/Secs	
Total Time Hood UP to Hood Down	Time Length - Mins/Secs	
Total Time CSA Review	Time Length - Mins/Secs	
Car 5		
Total Time at Service Center	Time Length - Mins/Secs	
Total Time Hood UP to Hood Down	Time Length - Mins/Secs	
Total Time CSA Review	Time Length - Mins/Secs	
Average Times of 3 to 5 Vehicles/CSA Review		
Average Time at Service Center	Time Length - Mins/Secs	
Average Time Hood UP to Hood Down	Time Length - Mins/Secs	
Average Time CSA Review	Time Length - Mins/Secs	
Did the average hood up to hood down time for all vehicles meet the acceptable standards of 15 minutes or under?	Yes - No - N/A	Yes(10) No(0) N/A(0)
Timing Vehicles Notes:	Narrative	
Customer Service Adviser/Cashier (CSA) - sales review process - 3 to 5 reviews observed		
OttoCare/Service Review - order of below may vary		
Did CSA gather or confirm customers information?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Was email information confirmed or collected at this time?	Yes - No - N/A	Yes(0) No(0) N/A(0)
Did CSA review oil options or confirm previous oil selection if it meets Manufacturer Recommendations?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did the CSA properly review Oil Change Scheduled and ask customer to choose - Oil Service Reminder Light on at arrival, reset before departure?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did CSA confirm Oil Change Schedule of return customers?	Yes - No - N/A	Yes(0) No(0) N/A(0)
Did CSA make the selection for the customer?	Yes - No - N/A	Yes(0) No(0) N/A(0)
Did CSA review the ROC items and ask for the sale?	Yes - No - N/A	Yes(2) No(0) N/A(0)
		WB(0) AF(0) CAF(0) Lights(0)

ROC items reviewed?	Multi-Checkbox (Mult Choice)	Coolant(0) Tests/Cleaning(0) Tire Rotations(0) N/A(0)
Did CSA review other Manufacturer Recommended service offerings and ask for the sale?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Other Manufacturer Recommended service offerings reviewed:	Multi-Checkbox (Mult Choice)	FSC(0) Transmission(0) Power Steering(0) AC(0) Gear Box(0) Radiator(0) Spark Plugs(0) N/A(0)
Were Brakes or Tires discussed? (for JLBS locations only)	Yes - No - N/A	Yes(0) No(0) N/A(0)
Did CSA recap requested services, provide a cost and time estimate (specific time-frame)	Yes - No - N/A	Yes(2) No(0) N/A(0)
Picture of ROC's used in Service Reviews	Picture Upload	
Picture of ROC's used in Service Reviews	Picture Upload	
Picture of ROC's used in Service Reviews	Picture Upload	
Picture of corresponding Invoice to show services selected and amount paid	Picture Upload	
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Picture of corresponding Invoice to show services selected and amount paid	Picture Upload	
Brake Stores - Did CSA review Brake Fluid Exchange results and recommendations?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Brake Stores - Did CSA review findings of visual brake inspection - offer full Brake Inspection when issues are evident?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Performs the ring-out / cashier		
Did CSA notify customer vehicle was ready using their name?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did CSA gather or confirm Customer Information, including email, if not captured above?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did CSA review the invoice and process payment - any promotional offers provided?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did CSA explain the "Top Off Policy" and the reminder sticker?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did CSA invite the customer to return?	Yes - No - N/A	Yes(1) No(0) N/A(0)
CSA Notes:	Narrative	
Customer Experience - courteous and friendly		
All employees are in proper uniform		
Upload photo of employees in proper uniform:	Picture Upload	

Are employees wearing a franchisee approved, Jiffy Lube branded uniform? Clean and pressed?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Were any Shop Towels observed hanging from uniform pockets?	Yes - No - N/A	Yes(0) No(1) N/A(0)
Employee(s) are not smoking or eating within the store, or near customer areas? (Employees can smoke or eat in approved or designated area)	Yes - No - N/A	Yes(1) No(0) N/A(0)
Customers are greeted promptly and properly		
Are customers greeted/acknowledged within 10 seconds?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Was Customer greeted "Welcome to Jiffy Lube. My name is .. How may I help you?"	Yes - No - N/A	Yes(1) No(0) N/A(0)
Was customer properly escorted to lounge and provided a lounge orientation?	Yes - No - N/A	Yes(1) No(0) N/A(0)
All employees ensure that customer contact creates positive customer experience		
Are employees friendly and give eye contact to customers?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are employees using the "5 Foot Rule" and engage with customers to build relationships?	Yes - No - N/A	Yes(1) No(0) N/A(0)
No handles policy is used from customer arrival through the "Vehicle Handover/Farewell"		
Was the customers car door opened upon arrival?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Were the lounge doors opened whenever the customer was being escorted?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Was the customers car door opened as they departed?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Car has final inspection - are floors properly vacuumed & windows properly cleaned ?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Customer Experience Notes:	Narrative	
Facility Appearance - atmosphere, comfort and cleanliness		
Interior/Lounge		
Interior signage and POP is approved, current and properly displayed in frames when appropriate		
Upload photo of interior signage and POP:	Picture Upload	
Upload photo of interior signage and POP:	Picture Upload	
Upload photo of interior signage and POP:	Picture Upload	
		Yes(2) No(0)

Is interior POP posted within correctly sized, clean and well maintained frames?	Yes - No - N/A	N/A(0)
Does interior POP provide customers with current, relevant and appropriate information?	Yes - No - N/A	Yes(2) No(0) N/A(0)
FLEET - Is Lead Generation POP/brochure/flyer available and in good repair?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Is Promotional Oil POP, brochures, current and relevant - no outside vendor POP in lounge?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Customer lounge is clean and well maintained		
Photo upload of Customer Lounge:	Picture Upload	
Is customer lounge furniture clean, comfortable and well maintained?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are customer lounge walls, floors, ceilings and windows clean and well maintained?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is customer lounge lighting functioning properly?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Free of clutter - TV or Radio available - Temperature Control appropriate for weather?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Menu board is displayed with accurate pricing		
Upload photo of Menu board:	Picture Upload	
Does the Menu board display current products/services and accurate pricing?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is Menu board properly displayed in a frame?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Other: Is Menu Board present, Framed, Electronic or none?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Other: Does Menu Board have handwritten prices or obvious price change overlays?	Yes - No - N/A	Yes(0) No(1) N/A(0)
"Jiffy Lube Pledge of Satisfaction" and "Owned and Operated By" signs are properly displayed		
The Jiffy Lube Pledge of Satisfaction is properly displayed in a frame where customers may see it - may be customized by Entity	Picture Upload	
The Owned and Operated By sign is current and properly displayed in a frame where customers may see it	Picture Upload	
approved options (Certification Display Board/four part report or Digital Frame or Individual Certifications)	Picture Upload	
Appropriate, adequate, and current reading materials are available to customers in the lounge or WiFi present		
Are magazines and other customer reading materials current and in good condition, no Oil & Lube News in Lounge, N/A if WiFi available?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are magazines and other reading materials appropriate and not offensive, N/A if WiFi available?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is WiFi present with proper signage in place?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Beverage Area is clean with free coffee/beverages available for customers		
Upload photo of Beverage Area:	Picture Upload	
Is coffee/beverage area and equipment clean, free of spills or stains and well stocked with cups, creamer, sugar, stirrers, etc.?	Yes - No - N/A	Yes(1) No(0) N/A(0)
		Yes(1)

Is free, fresh hot coffee is available during business hours?	Yes - No - N/A	No(0) N/A(0)
Customer restroom is clean, organized, and well maintained		
Upload photo of customer restroom:	Picture Upload	
Is customer restroom floor, walls, ceiling, lights, fixtures and mirror clean and well maintained?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is customer restroom stocked with toilet paper, soap, and paper towels (toilet seat covers, if required by franchisee)	Yes - No - N/A	Yes(1) No(0) N/A(0)
There are no chemicals in customer reach in the restroom, no storage kept in Customer Restroom?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Manager's office is clean, organized and well maintained		
If visible to customers, Manager's office door, floor, walls, ceiling, lights and desk are clean and well maintained?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Upper Bay		
OttoCare Podiums / Service Review Areas are clean, well maintained and professional in appearance		
Upload photo of OttoCare Podiums / Service Review Areas:	Picture Upload	
Upload photo of OttoCare Podiums / Service Review Areas:	Picture Upload	
Are monitor and screen clean and free from smudges and fingerprints?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is the OttoCare podium/Service Review area painted and clean, uncluttered, free from scratches, dents, and marks?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is the OttoCare podium/Service Review area is free from personal items (food, drink, purses, cigarettes, etc.)	Yes - No - N/A	Yes(1) No(0) N/A(0)
Bay area podiums are clean, organized and well maintained		
Upload photo of Bay area podiums:	Picture Upload	
Upload photo of Bay area podiums:	Picture Upload	
Are the monitor and screen clean and free from smudges and fingerprints?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are bay area podiums painted, clean and organized, and free from scratches, dents, and marks?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are bay podiums stocked and organized in an efficient manner that readies the store to service vehicles quickly?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are bay area podiums free from personal items? (Food, drink, purses, cigarettes, etc.)	Yes - No - N/A	Yes(1) No(0) N/A(0)
Overall appearance of the Upper Bay meets JLI standards		
Upload photo of Upper Bay:	Picture Upload	
Are upper bay walls and floors clean, free of spills, well maintained and paint is in good condition and in compliance with current JLI color scheme?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are upper bay tools, equipment and supplies clean and organized?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is upper bay area well lit and are all lights working appropriately?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are Oil, ATF, Coolant guns or stands properly labeled, clean and in good condition?	Yes - No - N/A	Yes(1) No(0) N/A(0)

Facility Appearance Notes:	Narrative	
Store Leadership - protecting the team, customers and the Goals and objectives are communicated and followed		
Upload photo of Activity Board:	Picture Upload	
Are daily and weekly customer and sales goals posted for all employees to see (Activity Board etc.) or some type of historical data reports?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Upload photo of Communication Board:	Picture Upload	
Pressure Check Completed on all cars timed		
Did UBT start the vehicle with both feet in the vehicle, one foot on the brake using correct call/responses?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did UBT verify oil pressure and use correct call/response (engine must run at least 10 seconds and LBT must respond)	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did LBT use proper call/response to vehicle being started?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did LBT wait at least 10 seconds and verify that there were no leaks before responding to call?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Quality Inspection Completed on cars timed		
Did UBT verify oil level, top off if necessary and request quality inspection?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did UBT show the oil dipstick and observe the quality inspection to confirm that under vehicle duties were completed?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did UBT reinstall the oil dipstick, check all caps and secure the hood using calls/responses?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did UBT communicate correct fluid applications (ie. differential, transfer case, etc)	Yes - No - N/A	Yes(2) No(0) N/A(0)
If 3 or 4 person team, did UBT request under vehicle status from LBT	Yes - No - N/A	Yes(2) No(0) N/A(0)
Did LBT properly perform quality inspection and use the correct call/responses?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Are all oil guns, lubrication & ancillary equipment, low rise or post lifts and brake equipment in good repair and operational?	Yes - No - N/A	Yes(2) No(0) N/A(0)
Upload photo of ancillary equipment:	Picture Upload	
If not, list items:	Text	
HSSE Facility		
All bay openings have functional bay covers with toe boards (N/A for Lift		
Upload photo of Bay Covers with Toe Boards	Picture Upload	
Are bay covers and cables or grates in good condition (no tears; cables not frayed)	Yes - No - N/A	Yes(1) No(0) N/A(0)
		Yes(1) No(0)

Do bay covers fit over the entire bay opening (no gaps or excessive sagging)	Yes - No - N/A	N/A(0)
Does bay opening have toe board around the opening?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are bay covers properly secured and in place (not hooked to the drain pan)	Yes - No - N/A	Yes(1) No(0) N/A(0)
Bay doors are clean and functioning properly in good repair		
Upload photo of Bay Doors:	Picture Upload	
Upload photo of Bay Doors:	Picture Upload	
There are no water or oil standing posing a slip and fall hazard; no pot holes, hoses or cords visible that could cause a trip or damage hazard?	Yes - No - N/A	Yes(1) No(0) N/A(0)
HSSE Customer and Employee Safety		
Is Entity Personal Protective Equipment policy is in place?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Is PPE available, in good condition and in use in the service center (safety shoes, safety glasses, burn sleeve and bump cap)	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are vehicles guided in and guided out of bays properly?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Jiffy Lube University - JLU		
Does manager maintain P&P certification targets for all employees?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Store Leadership Notes:	Narrative	
Brakes & Services		
Does the service center offer brakes & services?	Yes - No - N/A	Yes(0) No(0) N/A(0)
Interior and/or exterior signage and POP is approved, current and properly displayed		
Does the service center display POP promoting Brakes & Services?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Does the service center display information about the national warranty program?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Are exterior banners and or signage current, hung straight and are not torn, dangling, etc.	Yes - No - N/A	Yes(1) No(0) N/A(0)
Other:	Narrative	
Brakes & Services opportunities are effectively communicated during the service review		
		Yes(1) No(0)

Did the CSA or Technician effectively communicat the results of the inspection?	Yes - No - N/A	N/A(0)
Is the customer given a copy of the brake inspection form?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the CSA or Technician help the customers understand/prioritize recommendations?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the CSA or Technician prepare an estimate?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the CSA or Technician ask for the sale?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the CSA or Technician offer to make an appointment?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Other:	Narrative	
The CSA is communicating the national warranty and giving the customer a handout	Medium Header	
Did the CSA review the national warranty program?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Did the CSA provide the customer with the program details handout?	Yes - No - N/A	Yes(1) No(0) N/A(0)
Other:	Narrative	
Brakes & Services Notes:	Narrative	
From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving	Number	
From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities	Number	
Manager Signature	Text	
Evaluator Signature	Text	
Additional picture upload:	Picture Upload	
Description of picture above:	Text	
Additional picture upload:	Picture Upload	

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