Jiffy Lube: 2016 Store Visitation Rep	port	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:		
		CSA(0)
		UBT(0)
		LBT(0)
		CT(0)
		TL(0)
		Repair Tech(0)
	Multi-Checkbox (Mult	State Inspector(0)
Positions working at store:	Choice)	Store Manager(0)
		Yes(0)
Does this location provide Brake & Services?	Yes - No	No(0)
Customer Experience (Pre-Visit)		
Proper telephone techniques are used		
1		Yes(1)
		No(0)
Was the telephone answered before the third ring?	Yes - No - N/A	N/A(0)
	1.00	Yes(1)
		No(0)
Did the employee thank the customer for calling, identify store location and provide their name?	Yes - No - N/A	N/A(0)
5,,		Yes(1)
		No(0)
Did the employee speak clearly, and was courteous and friendly?	Yes - No - N/A	N/A(0)
	1.00	Yes(1)
		No(0)
Did the employee give their undivided attention and answer all questions?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
If call was placed on hold, did employee ask politely?	Yes - No - N/A	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	
Jpload Photo of the Curb Appeal:	Picture Upload	
the control of the second seco	in a pione	Yes(1)
		No(0)
Are landscaping and paved areas free of cigarette butts, litter, etc.?	Ves - No - N/A	N/A(0)
ne ianuscaping and paved areas free of cigarette butts, litter, etc.?	Yes - No - N/A	
		Yes(1)
	1	No(0)
	N	
Are grass and landscaped areas regularly trimmed and attractive?	Yes - No - N/A	N/A(0)
Are grass and landscaped areas regularly trimmed and attractive?	Yes - No - N/A	Yes(1)
Are grass and landscaped areas regularly trimmed and attractive? Are paved surfaces in good condition and properly sealed and striped?	Yes - No - N/A Yes - No - N/A	

		Tires Stacked(0)
		Trash Cans(0)
	Multi-Checkbox (Mult	Ash Urns(0)
Any other items cluttering the Curb Appeal?	Choice)	N/A(1)
Dumpster area is clean and well maintained		
Upload photo of Dumpster area:	Picture Upload	
opious proces of Dampoon Great	riccare opioaa	Yes(1)
Are dumpeter appearing preparity and closed? Fances should be close with links not beat or		No(0)
Are dumpster gates working properly and closed? Fences should be clean with links not bent or broken.	Yes - No - N/A	N/A(0)
DIONEII.	Tes No N/A	Yes(1)
		No(0)
Is dumpster area clean and free of spills?	Yes - No - N/A	N/A(0)
15 dumpster area clean and free or spins?	res - NO - N/A	Yes(1)
A	N/ NI NI/A	No(0)
Are tires stacked, pallets, old drums?	Yes - No - N/A	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	
		Yes(1)
Is Pylon Sign, Monument Sign or Readerboard clean and in good repair - are lights working?		No(0)
(Ask if too sunny to tell)	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
Are readerboard messages current and spelled correctly?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
Is the appropriate message on the Readerboard? Marketing specific?	Yes - No - N/A	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	
opioda prioto or building exterior.	rictare opioaa	
		Yes(1)
Is exterior paint/awnings in good condition (not peeling, stained, faded or torn) and in		No(0)
compliance with current Jiffy Lube standards for color and scheme?	Yes - No - N/A	N/A(0)
		Yes(1)
Is exterior lighting functioning properly? (Could ask for all lights to be turned on to see if		No(0)
working)	Yes - No - N/A	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	
		Yes(2)
Are exterior banners and or signage current, hung straight and are not torn, dangling, etc is i	t	No(0)
too cluttered?	Yes - No - N/A	N/A(0)
		Yes(2)
		No(0)
Exterior signage is not damaged, chipped, faded or worn?	Yes - No - N/A	N/A(0)
		Yes(2)
		No(0)
Are hours of operation displayed and accurate?	Yes - No - N/A	N/A(0)
	·	Yes(2)
		No(0)
Is FLEET Strip on entrance door, present, in good repair and not faded and current?	Yes - No - N/A	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 Scored on Average time		
Car 1		
	Time Longth Mins/C	
Total Time at Service Center Total Time Head UR to Head Reven	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	
-	3 1, 2100	Yes(10)
Did the average head up to head down time for all vehicles and the acceptable at 1 1 2 5 5		No(0)
Did the average hood up to hood down time for all vehicles meet the acceptable standards of 1! minutes or under?	Yes - No - N/A	N/A(0)
minutes of under:	Tes - No - N/A	N/A(U)
Timing Vehicles Notes:	Narrative	
	Narrative	
Customer Service Adviser/Cashier (CSA) - sales review process -	Narrative	
Customer Service Adviser/Cashier (CSA) - sales review process - 3 to 5 reviews observed	Narrative	
Customer Service Adviser/Cashier (CSA) - sales review process -	Narrative	
Customer Service Adviser/Cashier (CSA) - sales review process - 3 to 5 reviews observed	Narrative	Yes(2)
Customer Service Adviser/Cashier (CSA) - sales review process - 3 to 5 reviews observed	Narrative	Yes(2) No(0)
Customer Service Adviser/Cashier (CSA) - sales review process - 3 to 5 reviews observed	Narrative Yes - No - N/A	
Customer Service Adviser/Cashier (CSA) - sales review process - 3 to 5 reviews observed OttoCare/Service Review - order of below may vary		No(0) N/A(0)
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ROC items reviewed? C Did CSA review other Manufacturer Recommended service offerings and ask for the sale? Y M	fulti-Checkbox (Mult Choice) 'es - No - N/A	Coolant(0) Tests/Cleaning(0) Tire Rotations(0) N/A(0) Yes(2) No(0) N/A(0) FSC(0) Transmission(0) Power Steering(0)
ROC items reviewed? C Did CSA review other Manufacturer Recommended service offerings and ask for the sale? Y M	Choice)	Tire Rotations(0) N/A(0) Yes(2) No(0) N/A(0) FSC(0) Transmission(0)
ROC items reviewed? C Did CSA review other Manufacturer Recommended service offerings and ask for the sale? Y M	Choice)	Yes(2) No(0) N/A(0) FSC(0) Transmission(0)
м	'es - No - N/A	No(0) N/A(0) FSC(0) Transmission(0)
м	′es - No - N/A	N/A(0) FSC(0) Transmission(0)
м	′es - No - N/A	FSC(0) Transmission(0)
		Transmission(0)
		` '
		Power Steering(0)
		1
		AC(0)
		Gear Box(0)
		Radiator(0)
Other Manufacturer Recommended service offerings reviewed:	Multi-Checkbox (Mult	Spark Plugs(0)
	Choice)	N/A(0) Yes(0)
		No(0)
Word Prakes or Tires discussed? (for 11 PC locations only)	os No N/A	N/A(0)
Were Brakes or Tires discussed? (for JLBS locations only)	'es - No - N/A	Yes(2)
		No(0)
Did CSA recap requested services, provide a cost and time estimate (specific time-frame)	'es - No - N/A	N/A(0)
	Picture Upload	7: (-)
	icture Upload	+
	Picture Upload	
	Picture Upload	
	ricture Upload	
Picture of corresponding Invoice to show services selected and amount paid	Picture Upload	
	•	Yes(1)
		No(0)
Brake Stores - Did CSA review Brake Fluid Exchange results and recommendations?	'es - No - N/A	N/A(0)
		Yes(1)
Brake Stores - Did CSA review findings of visual brake inspection - offer full Brake Inspection		No(0)
	'es - No - N/A	N/A(0)
Performs the ring-out / cashier		
		Yes(1)
		No(0)
Did CSA notify customer vehicle was ready using their name?	'es - No - N/A	N/A(0)
		Yes(1)
		No(0)
Did CSA gather or confirm Customer Information, including email, if not captured above?	'es - No - N/A	N/A(0)
		Yes(1)
		No(0)
Did CSA review the invoice and process payment - any promotional offers provided?	'es - No - N/A	N/A(0)
		Yes(1)
		No(0)
Did CSA explain the "Top Off Policy" and the reminder sticker? You	'es - No - N/A	N/A(0)
		Yes(1)
Did CCA invite the customer to return?	os No N/A	No(0) N/A(0)
Did CSA invite the customer to return?	'es - No - N/A	N/A(U)
	larrative	

CSA Notes: Customer Experience - courteous and friendly		

Are employees wearing a franchisee approved, 3iffy Lube branded uniform? Clean and pressed? Ves - No - N/A Were any Shop Towels observed hanging from uniform pockets? Employee(s) are not smoking or eating within the store, or near customer areas? (Employees can smoke or eat in approved or designated area) Customers are greeted promptly and properly Are customers greeted/acknowledged within 10 seconds? Was Customer greeted "Welcome to Jiffy Lube. My name is How may I help you?" Was customer greeted "Welcome to Jiffy Lube. My name is How may I help you?" Was customer properly escorted to lounge and provided a lounge orientation? All employees ensure that customer contact creates positive customer experience Are employees friendly and give eye contact to customers? Yes - No - N/A Are employees using the "5 Foot Rule" and engage with customers to build relationships? No handles policy is used from customer arrival through the "Vehicle Handover/Farewell" Was the customers car door opened upon arrival? Was the customers car door opened whenever the customer was being escorted? Yes - No - N/A Was the customers car door opened as they departed? Yes - No - N/A No - N/A Are the iounge doors opened whenever the customer was being escorted? Yes - No - N/A Are the iounge doors opened whenever the customer was being escorted? Yes - No - N/A Are the iounge doors opened whenever the customer was being escorted? Yes - No - N/A Are the iounge doors opened as they departed? Yes - No - N/A Are the iounge doors opened whenever the customer was being escorted? Yes - No - N/A Are the iounge doors opened as they departed? Yes - No - N/A Are the iounge doors opened as they departed? Yes - No - N/A Are the iounge doors opened as they departed? Yes - No - N/A Are the iounge doors opened as they departed? Yes - No - N/A Are the iounge and provided a lounge orientation? Are the provided a lounge orientation? Yes - No - N/A Are the provided a lounge orientation? Yes - No - N/A Are the provi	
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Was the customers car door opened as they departed? Yes - No - N/A You have final inspection - are floors properly vacuumed & windows properly cleaned? Yes - No - N/A No -	/es(1)
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Car has final inspection - are floors properly vacuumed & windows properly cleaned? Yes - No - N/A No No - N/A Customer Experience Notes: Narrative Facility Appearance - atmosphere, comfort and cleanliness	V/A(0)
Car has final inspection - are floors properly vacuumed & windows properly cleaned ? Yes - No - N/A No - N/A Customer Experience Notes: Narrative Facility Appearance - atmosphere, comfort and cleanliness	(es(1)
Customer Experience Notes: Narrative Facility Appearance - atmosphere, comfort and cleanliness	Vo(0)
Facility Appearance - atmosphere, comfort and cleanliness	V/A(0)
Facility Appearance - atmosphere, comfort and cleanliness	
Facility Appearance - atmosphere, comfort and cleanliness	
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Facility Appearance - atmosphere, comfort and cleanliness	
Facility Appearance - atmosphere, comfort and cleanliness	
Facility Appearance - atmosphere, comfort and cleanliness	
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: Upload photo of interior signage and POP: Picture Upload Picture Upload	
Upload photo of interior signage and POP: Picture Upload Picture Upload	
	/es(2)
	Vo(0)

is interior POP posted within correctly sized, clean and well maintained frames?	Yes - No - N/A	N/A(0)
, ,	,	Yes(2)
		No(0)
Does interior POP provide customers with current, relevant and appropriate information?	Yes - No - N/A	N/A(0)
		Yes(2)
		No(0)
FLEET - Is Lead Generation POP/brochure/flyer available and in good repair?	Yes - No - N/A	N/A(0)
		Yes(2)
		No(0)
Is Promotional Oil POP, brochures, current and relevant - no outside vendor POP in lounge?	Yes - No - N/A	N/A(0)
Customer lounge is clean and well maintained		
Photo upload of Customer Lounge:	Picture Upload	
		Yes(1)
		No(0)
s customer lounge furniture clean, comfortable and well maintained?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
re customer lounge walls, floors, ceilings and windows clean and well maintained?	Yes - No - N/A	N/A(0)
		Yes(1)
c cuctomer lounge lighting functioning property?	Voc - No N/A	No(0) N/A(0)
s customer lounge lighting functioning properly?	Yes - No - N/A	Yes(1)
		No(0)
ree of clutter - TV or Radio available - Temperature Control appropriate for weather?	Yes - No - N/A	N/A(0)
Menu board is displayed with accurate pricing	Tes - No - N/A	14/A(0)
Jpload photo of Menu board:	Picture Upload	
Spload prioto or Mena Board.	ricture opioau	Yes(1)
		No(0)
Does the Menu board display current products/services and accurate pricing?	Yes - No - N/A	N/A(0)
oves the Menu board display current products/services and accurate pricing:	Tes - No - N/A	Yes(1)
		No(0)
Is Menu board properly displayed in a frame?	Yes - No - N/A	N/A(0)
is menu bourd properly displayed in a name:	TCS NO N/A	Yes(1)
		No(0)
Other: Is Menu Board present, Framed, Electronic or none?	Yes - No - N/A	N/A(0)
Street 15 Halia Board processing Halinean Electronic of Horizon	1.05 1.0 1.7.1	Yes(0)
		No(1)
Other: Does Menu Board have handwritten prices or obvious price change overlays?	Yes - No - N/A	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 approved options (Certification Display Board/four part report or Digital Frame or Individual	Picture Upload	
approved options (Certification Display Board/four part report of Digital Frame of Individual Certifications)	Picture Upload	
Appropriate, adequate, and current reading materials are available to	rictar e opioda	
customers in the lounge or WiFi present		Yes(1)
		No(0)
Are magazines and other customer reading materials current and in good condition, no Oil &ube News in Lounge, N/A if WiFi available?	Yes - No - N/A	N/A(0)
abe news in Lounge, n/A ii wii i avallable:	I CO INU TIN/A	Yes(1)
		No(0)
are magazines and other reading materials appropriate and not offensive, N/A if WiFi available?	Yes - No - N/A	N/A(0)
are magazines and other reading materials appropriate and flot offensive, by A II will available:	I CO IVO IV/M	Yes(1)
		No(0)
s WiFi present with proper signage in place?	Yes - No - N/A	N/A(0)
Beverage Area is clean with free coffee/beverages available for customers		19:37
Ipload photo of Beverage Area:	Picture Upload	
production beverage Area.	r icture opioau	Yes(1)
		No(0)
	1	
	Yes - No - N/A	N/A(0)
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	N/A(0) Yes(1)

	ĺ	No(0)
Is free, fresh hot coffee is available during business hours?	Yes - No - N/A	N/A(0)
Customer restroom is clean, organized, and well maintained		, , ,
Upload photo of customer restroom:	Picture Upload	
	·	Yes(1)
		No(0)
Is customer restroom floor, walls, ceiling, lights, fixtures and mirror clean and well maintained?	Yes - No - N/A	N/A(0)
		Yes(1)
Is customer restroom stocked with toilet paper, soap, and paper towels (toilet seat covers, if		No(0)
required by franchisee)	Yes - No - N/A	N/A(0)
		Yes(1)
There are no chemicals in customer reach in the restroom, no storage kept in Customer		No(0)
Restroom?	Yes - No - N/A	N/A(0)
Manager's office is clean, organized and well maintained		
		Yes(1)
If visible to customers, Manager's office door, floor, walls, ceiling, lights and desk are clean and		No(0)
well maintained?	Yes - No - N/A	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	
		Yes(1)
		No(0)
Are monitor and screen clean and free from smudges and fingerprints?	Yes - No - N/A	N/A(0)
		Yes(1)
Is the OttoCare podium/Service Review area painted and clean, uncluttered, free from	V N- N/A	No(0)
scratches, dents, and marks?	Yes - No - N/A	N/A(0) Yes(1)
		No(0)
Is the OttoCare podium/Service Review area is free from personal items (food, drink, purses, cigarettes, etc.)	Yes - No - N/A	N/A(0)
Bay area podiums are clean, organized and well maintained	TES - NO - N/A	1471(0)
Upload photo of Bay area podiums:	Picture Upload	
Upload photo of Bay area podiums:	Picture Upload	
Sprote of Early dica podiums.	riccare opioud	Yes(1)
		No(0)
Are the monitor and screen clean and free from smudges and fingerprints?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
Are bay are podiums painted, clean and organized, and free from scratches, dents, and marks?	Yes - No - N/A	N/A(0)
		Yes(1)
Are bay podiums stocked and organized in an efficient manner that readies the store to service		No(0)
vehicles quickly?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
Are bay area podiums free from personal items? (Food, drink, purses, cigarettes, etc.)	Yes - No - N/A	N/A(0)
Overall appearance of the Upper Bay meets JLI standards		
Upload photo of Upper Bay:	Picture Upload	
		Yes(1)
Are upper bay walls and floors clean, free of spills, well maintained and paint is in good condition		No(0)
and in compliance with current JLI color scheme?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(O)
Are upper how tools, or vigoroot and supplies described 2	Voc. No. N/A	No(0)
Are upper bay tools, equipment and supplies clean and organized?	Yes - No - N/A	N/A(0)
Are upper bay tools, equipment and supplies clean and organized?	Yes - No - N/A	N/A(0) Yes(1)
		N/A(0) Yes(1) No(0)
Are upper bay tools, equipment and supplies clean and organized? Is upper bay area well lit and are all lights working appropriately?	Yes - No - N/A Yes - No - N/A	N/A(0) Yes(1) No(0) N/A(0)
		N/A(0) Yes(1) No(0)

	1	
Facility Appearance Notes:	Narrative	
	Narrative	
Store Leadership - protecting the team, customers and the		
Goals and objectives are communicated and followed		
Upload photo of Activity Board:	Picture Upload	
Sprote of Activity Board.	Ticture opioud	Yes(1)
		` ,
Are daily and weekly customer and sales goals posted for all employees to see (Activity Board		No(0)
etc.) or some type of historical data reports?	Yes - No - N/A	N/A(0)
Upload photo of Communication Board:	Picture Upload	
Pressure Check Completed on all cars timed		
Tressure check completed on all cars and	1	Vac(2)
		Yes(2)
Did UBT start the vehicle with both feet in the vehicle, one foot on the brake using correct		No(0)
call/responses?	Yes - No - N/A	N/A(0)
		Yes(2)
Did UBT verify oil pressure and use correct call/response (engine must run at least 10 seconds		No(0)
and LBT must respond)	Yes - No - N/A	N/A(0)
and EST mast respond)	165 140 1471	Yes(2)
		` '
		No(0)
Did LBT use proper call/response to vehicle being started?	Yes - No - N/A	N/A(0)
		Yes(2)
		No(0)
Did LBT wait at least 10 seconds and verify that there were no leaks before responding to call?	Yes - No - N/A	N/A(0)
Quality Inspection Completed on cars timed	100 110 11411	, , ,
Quality inspection completed on cars timed		14 (2)
		Yes(2)
		No(0)
Did UBT verify oil level, top off if necessary and request quality inspection?	Yes - No - N/A	N/A(0)
		Yes(2)
Did LIDT show the sil discript and show to the quality increasing to confirm that under value		No(0)
Did UBT show the oil dipstick and observe the quality inspection to confirm that under vehicle duties were completed?	Yes - No - N/A	N/A(0)
duties were completed:	Tes - No - N/A	
		Yes(2)
		No(0)
Did UBT reinstall the oil dipstick, check all caps and secure the hood using calls/responses?	Yes - No - N/A	N/A(0)
		Yes(2)
		No(0)
Did UBT communicate correct fluid applications (ie. differential, transfer case, etc)	Yes - No - N/A	N/A(0)
2. 22. Communicate correct hard approaches (let differ childry transfer case, etc)	100 140 14/71	Yes(2)
		` ,
		No(0)
If 3 or 4 person team, did UBT request under vehicle status from LBT	Yes - No - N/A	N/A(0)
		Yes(2)
		No(0)
Did LBT properly perform quality inspection and use the correct call/responses?	Yes - No - N/A	N/A(0)
The first of the second		Yes(2)
		No(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	N/A(0)
Upload photo of ancillary equipment:	Picture Upload	
If not, list items:	Text	
· · ·	ICAL	
HSSE Facility		
All bay openings have functional bay covers with toe boards (N/A for Lift		
All bay openings have functional bay covers with toe boards (N/A for Lift Upload photo of Bay Covers with Toe Boards	Picture Upload	
	Picture Upload	Yes(1)
	Picture Upload	Yes(1)
Upload photo of Bay Covers with Toe Boards		No(0)
	Picture Upload Yes - No - N/A	No(0) N/A(0)
Upload photo of Bay Covers with Toe Boards		No(0)

Do bay covers fit over the entire bay opening (no gaps or excessive sagging)	Yes - No - N/A	N/A(0)
Do bay covers it over the entire bay opening (no gaps of excessive sagging)	Tes No N/A	Yes(1)
		No(0)
Does bay opening have toe board around the opening?	Yes - No - N/A	N/A(0)
boes bay opening have toe board around the opening:	Tes No N/A	Yes(1)
		No(0)
Are bay covers properly secured and in place (not hooked to the drain pan)	Yes - No - N/A	N/A(0)
Bay doors are clean and functioning properly in good repair	Tes - No - N/A	14/A(0)
Upload photo of Bay Doors:	Picture Upload	
Upload photo of Bay Doors:	Picture Upload	
opioad prioto or bay boors.	Ficture Opioau	Yes(1)
		No(0)
There are no water or oil standing posing a slip and fall hazard; no pot holes, hoses or cords		N/A(0)
visible that could cause a trip or damage hazard?	Yes - No - N/A	N/A(U)
HSSE Customer and Employee Safety		24 (4)
		Yes(1)
		No(0)
Is Entity Personal Protective Equipment policy is in place?	Yes - No - N/A	N/A(0)
		Yes(1)
Is PPE available, in good condition and in use in the service center (safety shoes, safety glas		No(0)
burn sleeve and bump cap)	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
Are vehicles guided in and guided out of bays properly?	Yes - No - N/A	N/A(0)
Jiffy Lube University - JLU		
		Yes(1)
		No(0)
Does manager maintain P&P certification targets for all employees?	Yes - No - N/A	N/A(0)
Store Leadership Notes:	Narrative	
Brakes & Services		
		Yes(0)
		No(0)
Does the service center offer brakes & services?	Yes - No - N/A	N/A(0)
Interior and/or exterior signage and POP is approved, current and	1.00 110 1171	.,.(-)
properly displayed		
property displayed		
		Vac(1)
		Yes(1)
Does the service center display POP premeting Prokes 9, Comitees?	Voc. No. N/A	No(0)
Does the service center display POP promoting Brakes & Services?	Yes - No - N/A	No(0) N/A(0)
Does the service center display POP promoting Brakes & Services?	Yes - No - N/A	No(0) N/A(0) Yes(1)
		No(0) N/A(0) Yes(1) No(0)
Does the service center display POP promoting Brakes & Services? Does the service center display information about the national warranty program?	Yes - No - N/A Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0)
		No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1)
Does the service center display information about the national warranty program?	Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
		No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1)
Does the service center display information about the national warranty program?	Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program?	Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program?	Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program?	Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program?	Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program? Are exterior banners and or signage current, hung straight and are not torn, dangling, etc.	Yes - No - N/A Yes - No - N/A	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program? Are exterior banners and or signage current, hung straight and are not torn, dangling, etc. Other:	Yes - No - N/A Yes - No - N/A Narrative	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program? Are exterior banners and or signage current, hung straight and are not torn, dangling, etc. Other: Brakes & Services opportunities are effectively communicated during to	Yes - No - N/A Yes - No - N/A Narrative	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)
Does the service center display information about the national warranty program? Are exterior banners and or signage current, hung straight and are not torn, dangling, etc. Other:	Yes - No - N/A Yes - No - N/A Narrative	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0) N/A(0)
Does the service center display information about the national warranty program? Are exterior banners and or signage current, hung straight and are not torn, dangling, etc. Other: Brakes & Services opportunities are effectively communicated during to	Yes - No - N/A Yes - No - N/A Narrative	No(0) N/A(0) Yes(1) No(0) N/A(0) Yes(1) No(0)

Did the CSA or Technician effectively communicat the results of the inspection?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
s the customer given a copy of the brake inspection form?	Yes - No - N/A	N/A(0)
s are castomal given a copy of the brake inspection form.	1.00 1.07 1.471	Yes(1)
		No(0)
Did the CSA or Technician help the customers understand/prioritize recommendations?	Yes - No - N/A	N/A(0)
of the COA of Teenmoun help the customers understand, prioritize recommendations:	TCS NO N/A	Yes(1)
		No(0)
Did the CSA or Technician prepare an estimate?	Yes - No - N/A	N/A(0)
old the CSA of Technician prepare an estimate:	Tes - NO - N/A	Yes(1)
		No(0)
and the CCA or Technician ack for the cale?	Vos No N/A	
Did the CSA or Technician ask for the sale?	Yes - No - N/A	N/A(0)
		Yes(1)
		No(0)
Did the CSA or Technician offer to make an appointment?	Yes - No - N/A	N/A(0)
)thory	Narrative	
Other:	ivarrative	
The CSA is communicating the national warranty and giving the customer		
a handout	Medium Header	
		Yes(1)
		No(0)
Did the CSA review the national warranty program?	Yes - No - N/A	N/A(0)
, , , , , , , , , , , , , , , , , , ,		Yes(1)
		No(0)
Did the CSA provide the customer with the program details handout?	Yes - No - N/A	N/A(0)
ord the Con provide the customer with the program details handout.	165 110 11/11	7,7,1(0)
ALL CONTRACTOR OF THE CONTRACT		
Other:	Narrative	
other:	Narrative	
ither:	Narrative	
other:	Narrative	
	Narrative Narrative	
Brakes & Services Notes:	Narrative	
rakes & Services Notes: rom your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you	Narrative	
rakes & Services Notes: rom your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you	Narrative	
Frakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving	Narrative Number	
rakes & Services Notes: rom your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you bserved customers receiving rom your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and	Narrative Number	
Brakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving	Narrative Number	
Frakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you bserved customers receiving From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and pkeep of the facilities	Narrative Number	
Brakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities	Narrative Number	
Brakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities Manager Signature	Narrative Number	
Brakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities Manager Signature	Narrative Number	
Frakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities	Narrative Number Number Text	
Brakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities Manager Signature Evaluator Signature Evaluator Signature	Narrative Number d Number Text	
Brakes & Services Notes: From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the service you observed customers receiving From your perspective, using a rating scale of 1 to 5 (where 5 is the best), rate the comfort and upkeep of the facilities	Narrative Number Number Text Text Picture Upload	

Description of picture above:	Text	
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