

www.wnyplumbing.com

(OVER)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable



dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely 5 6 8 $|X|_{10}$ **Extremely** Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 5 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor** Excellent Overall

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are

| | QUESTIONS ABOUT SCHEDULING | | | | | | |
|------|---|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | |
| 13. | Please rate the <u>service technician</u> on the following: Very Poor Excellent | | | | | | |
| | Professionalism | | | | | | |
| | Knowledgeable 1 2 3 4 5 6 7 8 9 410 | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | |
| 14b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | |
| | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair? | | | | | | |
| 16. | Extremely Dissatisfied 1 | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | |
| | Trustworthiness | | | | | | |
| | Comments: | | | | | | |
| | Comments: WAS pleasE) with Service & SERVICE technician. W, 11 Definicely use again | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | |



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| 1. | Where have you Newspape Google Other | | Fr | riend | WNY Plu Before | | Billboa Logo d | ard | | Y) | | |
|----|--------------------------------------|----------------------|---------------------|----------------------|-------------------|-------------|-------------------|-------------|------------|----------------|-----------------|-----------------------------------|
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | ything f cent plu | rom you Imbing r | ır initial epair? | call to t | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | 1 | _2 | 3 | <u></u> 4 | <u></u> 5 | <u>6</u> | □ 7 | 8 | <u> </u> | 10 | Extremely Satisfied |
| 3. | To what extent d | id this r | epair se | rvice m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | 1 | _2 | 3 | 4 | <u></u> 5 | □6 | □ 7 | 8 | 9 | 10 | Far Exceeded Your Expectations |
| 4. | lmagine an ideal | repair s | service. | How w | ell did V | VNY Plui | nbing c | ompare | with yo | our idea | l? | |
| | Very Far From Your Ideal | | _2 | 3 | <u></u> 4 | <u></u> 5 | □6 | 7 | 8 | 9 | X40 | Matches Your Ideal |
| 5. | How likely or unl | ikely ard | e you to | use WN | IY Plum | bing the | next tir | ne you | need plu | umbing | service? | |
| | Definitely Will Not Use Next Time | 1 | <u>2</u> | 3 | <u></u> 4 | <u></u> 5 | <u>6</u> | 7 | □ 8 | 9 | 10 | Definitely Will Use Next Time |
| 3. | How likely or unl | ikely are | e you to | recomr | mend W | NY Plum | ibing Se | ervices t | to a frier | nd? | | |
| | Definitely Will Not | | \prod_{2} | | | | | | | | Na | Definitely Will |
| | Recommend | Ш' | L_ | 3 | <u></u> 4 | ∐ 5 | ∐6 | <u></u> □7 | <u> </u> 8 | ∐9 | 120 | Recommend |
| 7. | Please rate the te | elephon Very Po | | sentativ | e on the | followin | ng: | | | | Excellent | |
| | Overall | □ ₁ | \square_2 | \square_3 | \Box_4 | \square_5 | \Box_6 | \square_7 | □8 | П ₉ | 710 | |
| | Courteous | | 2 | □ 3 | <u></u> 4 | <u></u> 5 | □ 6 | | | ☐ ₉ | | |
| | Knowledgeable | 1 | | <u></u> 3 | \Box_{4} | <u></u> 5 | <u></u> 6 | 7 | | | M ₁₀ | |
| | | ' | | | | | ш | <i>'</i> | | | 77.0 | (OVER) |

| 8. Overall, how would you rate us on scheduling this repair service at your convenience? Very | ee days after I called | | | | | | | |
|--|-----------------------------------|--|--|--|--|--|--|--|
| Same day I called | | | | | | | | |
| Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particula 11. Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) | r day | | | | | | | |
| Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | |
| 12. Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | |
| | | | | | | | | |
| QUESTIONS ABOUT THE REPAIR ITSELF | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | |
| 13. Please rate the <u>service technician</u> on the following: | | | | | | | | |
| Very Poor Professionalism 1 2 3 4 5 6 7 8 9 Knowledgeable 1 2 3 4 5 6 7 8 9 | Excellent 10 Did Not | | | | | | | |
| Explanation of Repair 1 2 3 4 5 6 7 8 9 | 10 Explain | | | | | | | |
| 14a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONT | INUE) | | | | | | | |
| 14b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | |
| 15a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | |
| , , | applicable | | | | | | | |
| 16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 | Extremely | | | | | | | |
| QUESTIONS ABOUT WNY PLUMBING CO. | ₩ 0 Satisfied | | | | | | | |
| 17. Please rate Western New York Plumbing on the following: | | | | | | | | |
| Very Poor Trustworthiness | Excellent 10 10 | | | | | | | |
| Comments: Thad muchael and was k Kend 4 explained everytheng 4 If you would like us to call you, please fill in your telephone number: (| no whed gealsh | | | | | | | |