





(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		k you for giving WNY Plumbing the opportunity to quality service. In order to help us improve our quarvey.		
1.	Where have you Newspape Google Other	seen or heard about WNY Plumbing? ("X" ALL T  Friend  Billboard  Used us Before  Logo on Tr	·	
		OVERALL		
2.		ything from your initial call to the completion of the ent plumbing repair?	e repair, how satisfied or diss	atisfied were you
	Extremely Dissatisfied	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐	7 🗆 8 🗀 9 💢 10	Extremely Satisfied
3.	To what extent d	d this repair service meet your expectations?	A 7	
	Fell Far Below Your Expectations	□1 □2 □3 □4 □5 □6 □	7 🗌 8 🗎 9 💢 10	Far Exceeded Your Expectations
4.	•	repair service. How well did WNY Plumbing comp	pare with your ideal?	
	Very Far From Your Ideal	1   2   3   4   5   6	7 🗌 8 🔲 9 🔼 10	Matches Your Ideal
5.	How likely or unl	kely are you to use WNY Plumbing the next time y	ou need plumbing service?	
	Definitely Will Not Use Next Time	□1 □2 □3 □4 □5 □6 □	7 🗌 8 🔲 9 💢 10	Definitely Will Use Next Time
6.	How likely or unl	kely are you to recommend WNY Plumbing Service	es to a friend?	
	Definitely Will Not Recommend	□1 □2 □3 □4 □5 □6 □	7 🗌 8 🗎 9 🔯 10	Definitely Will Recommend
7.	Please rate the t	elephone representative on the following:		
		Very Poor	Excellent	
	Overall	☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐	7 🗌 8 🔲 9 💆 10	
	Courteous	□1 □2 □3 □4 □5 □6 □	7 🔲 8 🔲 9 🔯 10	

	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 service technician on the following:  Very Poor  Excellent
	Professionalism         1         2         3         4         5         6         7         8         9         10
	Knowledgeable
	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
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
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Their Work  Please check this box if you will also use an online rating service, Thank you!
-	f 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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dedic	vould like to thank cated to providing over this important s	quality service.	WNY Plumbin In order to hel	g the opportur p us improve o	nity to service to our quality of se	the plun ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you so Newspaper Google  Other Omple	☐ Fr	iend sed us Before	Billboa		.Y)		
				OVERALL				
2.	Considering every with our most rec	thing from you ent plumbing r	r initial call to the pair?	he completion	of the repair, ho	ow satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	3 4	<u></u>	<b>□</b> 7 <b>□</b> 8	9	<b>1</b> 10	Extremely Satisfied
3.	To what extent did	d this repair se	vice meet your	expectations?				
	Feli Far Below Your Expectations	12	☐ 3 ☐ 4	□5 □6	□7 □8	9	<b>½</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal i	repair service.	How well did W	/NY Plumbing o	compare with y	our idea	1?	
	Very Far From Your Ideal	☐1 ☐2	☐3 ☐4	□5 □6	□7 □8	9	X 10	Matches Your Ideal
5.	How likely or unlil	kely are you to	use WNY Plumb	oing the next ti	me you need p	lumbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<b>□</b> 3 <b>□</b> 4	□5 □6	<b>□</b> 7 <b>□</b> 8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend WI	NY Plumbing So	ervices to a frie	nd?		
	Definitely Will Not Recommend	_1 _2	□3 □4	□5 □6	<b>□</b> 7 <b>□</b> 8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephone repres	entative on the	following:				
		Very Poor		· ·			Excellent	
	Overall	□1 □2	□3 □4	□5 □6	□7 □8	9	<b>⊠</b> 10	

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	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10  Excellent									
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  Three days 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         □ 1         □ 2         □ 3         □ 4         □ 5         □ 6         □ 7         □ 8         □ 9         ☑ 10									
	Knowledgeable □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									
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									
15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 210  Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent									
	Trustworthiness         1         2         3         4         5         6         7         8         9         ≥ 10           Standing Behind Their Work         1         2         3         4         5         6         7         8         9         ≥ 10									
	Please check this box if you will also use an online rating service, Thank you!									
_	Couldn't have been happier. Technique was super polite and explained, everything will definitely call again in the future for any plumbing reads!									
	f 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.									







4425 Walden Avenue Lancaster, NY 14086

	cated to providing ver this important		e. In order	to help u	s improve	our qual	ity of se	rvice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other	r 🔲 I	d about WN Friend Jsed us B		Billbo			Y)		
				01	/ERALL					
2.	Considering ever with our most re	rything from ye cent plumbing	our initial ca repair?	all to the o	completion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	☐1 ☐2	<u></u> 3 [	<b>_</b> 4 _	5 🗆 6	<u> </u>	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair s	service mee	et your exp	ectations'	?				
	Fell Far Below Your Expectations	☐1 ☐2	<u></u> 3 [	4	]5   □6	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How wel	l did WNY	Plumbing	compare	with yo	our idea	1?	
	Very Far From Your Ideal	1 2	<u></u> 3 [	4	5 🗌 6	<b>□</b> 7	8	9	☑10	Matches Your Ideal
5.	How likely or unl	ikely are you	o use WNY	Plumbing	the next t	ime you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	☐1 ☐2	<u></u> 3 [	4	]5	<u> </u>	8	9	<b>X</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	o recomme	end WNY F	Plumbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 [	4	]5	7	<b>□</b> 8	<u> </u>	図10	Definitely Will Recommend
7.	Please rate the t	elephone repr Very Poor	esentative (	on the foll	owing:				Excellent	
	Overall	□1 □2	□з [	<b>]</b> 4 <b>[</b>	5 🗌 6	7	■8	<u></u> 9	<b>X</b> 10	
	Courteous	□1 □2	<u></u> 3 [	<b>]</b> 4 [	5 🗌 6	$\Box$ 7	8	<u> </u>	X 10	
	Knowledgeable	□1 □2	<u></u> 3 [	<b>]</b> 4 <b>[</b>	5 🗆6	7	8	<u> </u>	<b>X</b> 10	(OVER)

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? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  Longer than three days after I called  Three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  X 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 service technician on the following:  Very Poor  Excellent								
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9								
	Knowledgeable								
	Explanation of Repair         1         2         3         4         5         6         7         8         9         X         10	Did Not  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								
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								
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No X Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?	Extremely							
	OUESTIONS ABOUT WNY PLUMBING CO.	Satisfied							
17.	Please rate Western New York Plumbing on the following:								
17.	Very Poor Excellent								
	Trustworthiness         1         2         3         4         5         6         7         8         9         X         10           Standing Behind Their Work         1         2         3         4         5         6         7         8         9         X         10								
- <u> </u>	Please check this box if you will also use an online rating service, Thank you!								
C	Comments:								
_									
li	f you would like us to call you, please fill in your telephone numb <mark>er: (</mark> THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provides	ded.							



(OVER)

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dedic		quality service							ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	r Fı	about WNY Pl riend sed us Before Marrons		<b>("X" ALL</b> Billboard Logo on		LY)		
				OVER	ALL				
2.	Considering ever with our most re			the comp	letion of t	he repair, h	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	☐6	7 🗌 8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	ır expecta	ations?	<b>]</b> 7 □8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plun	nbing com	pare with y		l? <b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plun	nbing the	next time	you need p	olumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u> 5	<u></u> 6 [	7 🗌 8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	VNY Plum	bing Servi	ices to a fri	end?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	<u></u> 5	<b>□</b> 6 <b>□</b>	7 🗌 8	9	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on th	e followin	ıg:			Excellent	
	Overall	□1 □2	□3 □4	<b>□</b> 5	□6	]7 <u> </u> 8	<u> </u>	<b>×</b> 10	
	Courteous	1 <u></u> 2	3 <u></u> 4		6	- — ]7	9	<u>×</u> 10	
	Knowledgeable	<u> </u>	□3 □4	<u></u> 5	□6	]7   □8	<u> </u>	<b>X</b> 10	(OVFR)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 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 Three days 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									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 210	Did Not Explain								
14a.										
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									
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15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely								
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied								
17.	Please rate Western New York Plumbing on the following:									
	Very Poor  Trustworthiness  1									
     	Comments:  Ricks Was very frafessorof efficient & folite. He's Was a growing from 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 providence.	deleme								

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dedic		quality serv									ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		rd about V Friend Used us			Billboa			Y)		
					OVER	RALL					
2.	Considering ever with our most red	ything from cent plumbir	your initial g repair?	call to	the comp	oletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2 3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<b>X</b> 9	<u> </u>	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair	service me 2 3	eet you	r expecta	ations? □6	7	□8	<b>½</b> 9.	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service	ce. How we	ell did V	VNY Plur 5	mbing o	ompare	with yo	our idea <b>X</b> 9	l? 10	Matches Your Ideal
5.	How likely or unli	ikely are you	to use WN	Y Plum	bing the	next tii	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2 🔲 3	<u></u> 4	<u></u> 5	□6	7	<u> </u>	9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are you	to recomn	nend W	NY Plum	ibing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	_1;	2 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u>8</u>	<u></u> 9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephone rep Very Poor	<u>resentative</u>	on the	followin	ng:				Excellent	
	Overall	<u> </u>	2	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<b>×</b> 9	10	
	Courteous	<u> </u>	2 🔲 3	4	<u></u> 5	<u></u> 6	<u> </u>	□8	<b>¥</b> 9	<u> </u>	
	Knowledgeable	<u> </u>	2	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<b>X</b> 9	10	(OVER)

	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? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  Three days after I called  Three days after I called								
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12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:  Very Poor  Excellent								
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         ▶ 9         10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Ves (OVID TO O 40) M. 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 THAN 1 FIX NECOS								
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								
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied								
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1.	Where have you  Newspapel Google Other	r 🔲	d about WNY F Friend Used us Befo		P ("X" A Billboa Logo o	ırd		r)		
				OVE	RALL					
2.	Considering ever with our most red	ything from y cent plumbin	our initial call to g repair?	o the com	pletion (	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied		2	1 5	<u>6</u>	<b>□</b> 7	8	9	<b>X</b> 10	Extremely Satisfied
3.	To what extent d	id this repair	service meet yo	our expect	tations?					
	Fell Far Below Your Expectations		2 3 4	1 5	□6	7	8	9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servic	e. How well did	l WNY Plu	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal		2 3 4	1 5	□6	7	8	9	<b>1</b> 0	Matches Your Ideal
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	Definitely Will Not Use Next Time	<u> </u>	2 3 3	4 🔲 5	<b>□</b> 6	7	8	9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you	to recommend	WNY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	2 3 6	4 🔲 5	<u></u> 6	7	8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the t	elephone rep Very Poor	<u>resentative</u> on t	he followi	ing:				Excellent	
	Overall	$\square_1$ $\square_2$	2	5	<u></u> 6	7	<b></b>	<u> </u>	<b>1</b> 0	
	Courteous		$2 \square 3 \square 4$	1 5	<u>6</u>	7	8	9	<b>1</b> 10	

 $\square$ 1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\bowtie$ 10

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	Professionalism									
	Knowledgeable									
	Explanation of Repair         1         2         3         4         5         6         7         8         9         10	Did Not Explain								
14a 14b	in (commerce)									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	ite applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent	,								
	Trustworthiness 1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Their Work 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!									
-	Comments:  ON OUR HAST SERVICE CALL FOR THE "O'N  WE WERE GIEN A SENIOR DISCOURT, CAFE  If you would like us to call you, please fill in your telephone number: (2/b)  THANK YOU FOR YOUR HELP! Please return this questionnail	CINGS, WYRS AGO ded.								







(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		quality service					g in your home. We are , please take a minute to				
1.	Where have you Newspape Google Other	r 🔲 Fr	about WNY Plu iend sed us Before	Billboa		PLY)					
				OVERALL							
2.	Considering ever with our most re			he completion	of the repair, h	now satisfied (	or dissatisfied were you				
	Extremely Dissatisfied	12	3 4	<u></u>	7 8	3 □9 ☒	10 Extremely Satisfied				
3.	To what extent d	id this repair se	rvice meet you	expectations?							
	Fell Far Below Your Expectations	☐1 ☐2	<u>3</u> <u>4</u>	□5 □6	□7   □8	9 🖾	Far Exceeded Your Expectations				
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing o	compare with	your ideal?					
	Very Far From Your Ideal	_1 _2	<u>3</u> 4	□5 □6	78	3 □9 ⊉	10 Matches Your Ideal				
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?										
	Definitely Will Not Use Next Time	1 2	<u></u>	<b>∑</b> 5 □6	7 [8	THE NEW	Definitely Will Use Next Time Bびしい Not SEAU				
6.	How likely or unl	likely are you to	recommend W	NY Plumbing So	ervices to a fri	end?	Boros No. 2 Hora				
	Definitely Will Not Recommend	□1 □2	□ 3 □ 4	□5 □6	7 🗆 8	B	10 Definitely Will Recommend				
7.	Please rate the t	elephone repres	sentative on the	following:							
	_	Very Poor		· ·		Exc	ellent				
	Overall	□1 □2	☐3 ☐4	□5 □6	7 8	□9 🛚	10				
	Courteous				$\Box$ $\Box$		10				

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	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 70  Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days 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. Sat. No particular day									
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.)									
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									
	Evolanation of Renair									
14a.	Explain Explain									
14b.										
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									
15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 510  Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent									
	Trustworthiness 1 1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!									
(	Comments:									
_	My More Negative commits are associated with the 155mg from									
	f you would like us to call you, please fill in your telephone number: () <u>Not Weccellar</u> THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									





to

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	would like to thar cated to providing ver this important	quality service						
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before	Billboa		APPLY)		-
				OVERALL	11			
2.	Considering ever with our most re			the completion	of the repai	ir, how satisf	ied or dissa	itisfied were you
	Extremely Dissatisfied	<u>1</u> <u>2</u>	☐3 ☐4	□5 □6	7	8 🔲 9	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectations?	•			
	Fell Far Below Your Expectations	☐1 ☐2	<u>3</u> <u>4</u>	□5 □6	7	<b>₹</b> 8 □9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	WNY Plumbing o	compare wi	th your ideal	?	
	Very Far From Your Ideal	_1 _2	<u>3</u> <u>4</u>	□5 □6	7	8  9	<b>1</b> 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next ti	me you nee	ed plumbing	service?	
	Definitely Will Not Use Next Time	<u>1</u> <u>2</u>	□3 □4	□5 □6	7	8 🔲 9	<b>⋈</b> 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices to a	friend?		
	Definitely Will Not Recommend	1 2	□3 □4	□5 □6		8 🔲 9	<b>1</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:			Excellent	
	Overall	1 2	□3 □4	□5 □6		<b>]</b> 8 <b>□</b> 9	210	
	Courteous	1 2	3 <u></u> 4	5 <u></u> 6	7	8 🔲 9		

 $\square$ 1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\square$ 410

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very	:
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> 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 service technician on the following:  Very Poor  Excellent	
	Professionalism	
	Knowledgeable	
	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	
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	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extreme Satisfied	-
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent	
	Trustworthiness 1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Their Work 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	)
	comments: Everything went exactly as I hoped. The plumber very courteous with removing shoes, and closing door quietly around?	was
1		ne va or
	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.	



Tayler



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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you			IY Plumbing			T APPL	Y)			
	☐ Newspape	<u>—</u>	Friend Used us Be	oforo _	Billboa   Logo c						
	Google Other		Osed us be	elore	Logo	on muci	Λ.				
				OVE	RALL						
2.	Considering ever with our most re	ything from y cent plumbin	our initial ca g repair?	all to the con	npletion (	of the re	pair, ho	w satis	fied or dissa	atisfied were you	
	Extremely Dissatisfied	<u> </u>	2	<b>_</b> 4 <b>_</b> 5	<u></u> 6	<u> </u>	8	<u> </u>	<b>1</b> 10	Extremely Satisfied	
3.	To what extent d	id this repair	service mee	t your exped	tations?						
	Fell Far Below Your Expectations		2	<b>□</b> 4 <b>□</b> 5	□6	7	8	9	<b>\(\)</b> 10	Far Exceeded Your Expectations	
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?										
	Very Far From Your Ideal		2	<u></u>	□6	7	8	<u> </u>	<b>X</b> 10	Matches Your Ideal	
5.	How likely or unl	ikely are you	to use WNY	Plumbing th	e next tir	ne you	need pli	umbing	service?		
	Definitely Will Not Use Next Time	□1 □2	2 🔲 3 🛚	<b>4 5</b>	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time	
6.	How likely or unl	ikely are you	to recomme	nd WNY Plu	mbing Se	ervices t	o a frier	nd?			
	Definitely Will Not Recommend	<u> </u>	2 🗌 3 🛚	<u></u>	<b>□</b> 6	7	8	9	<b>1</b> 10	Definitely Will Recommend	
7.	Please rate the t	elephone rep Very Poor	<u>resentative</u> o	on the follow	ing:				Excellent		
	Overall	$\Box_1 \Box_2$	ПзГ	<b>□</b> 4 <b>□</b> 5	П6	7	<b>□</b> 8	<b></b> 9	X 10		
	Courteous		3		□ 6	7	8	9	<b>⊠</b> 10		
	Knowledgeable	☐1 ☐2	3 [	<b>_</b> 4 <b>_</b> 5	□6	<u> </u>	8	9	<b>\(\)</b> 10	(OVER)	

	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 The day after I called Three days after I called Three days 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 service technician on the following:								
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ▼10								
	Knowledgeable								
	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								
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								
15b.	If a part had to be ordered, did we keep you informed about status?								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 4 10  Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent								
	Very Poor  Trustworthiness								
(	Comments:	7							
-									
	f you would like us to call you, please fill in your telephone number: ()								





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APR 1 1 2022



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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you  Newspape Google Other		Fr	iend	VNY Plu Before		Billboa			Y)		
						OVE	RALL			*		
2.	Considering ever with our most re				call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	1	_2	<u></u> 3	4	<u></u> 5	□6	<u> </u>	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	NY Plur	mbing o	ompare	with yo	our idea	l?	,
	Very Far From Your Ideal	1	2	<u></u> 3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u> </u>	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	<u>Д</u> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<b>□</b> 3	<u></u> 4	5	<u></u> 6	<u> </u>	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		entativ	e on the	followi	ng:				Excellent	
	Overall		2	<u></u> 3	<b>4</b>	<u></u>	<b>□</b> 6	<u></u> 7	8	<u>9</u>	10	
	Courteous			3	4	5	6		8	 9	10	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10	Excellent								
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	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	Did Not								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain								
14a.	4a. Did we complete the repair on our first trip to your home?									
140.	4b. 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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	, , , , , , , , , , , , , , , , , , , ,									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.	Sausneu								
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness									
-	Many thanks to Mike; His the best!	-								
1	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 provid	ed.								





4425 Walden Avenue Lancaster, NY 14086

1.	Where have you  Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	from you Imbing	ur initial repair?	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	□6	<b>□</b> 7	8	9	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	□7	<b>⊠</b> 8	<u></u> 9	<u> </u>	Far Exceeded
4.	Imagine an ideal	Ċ							with yo			Your Expectations  Matches
	Your Ideal	<u>1</u>	2	3	<u></u> 4	5	<u></u> 6	7	8	<u></u> 9	☑10	Your Ideal
5.	How likely or unl	ikely ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	<u></u> 3	<u></u> 4	5	<u></u> 6	<b>□</b> 7	8	9	<b>1</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	•	<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	<b>2</b> 10	
	Courteous	□1	<u>2</u>	Шз	<u></u> 4	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u></u> 9	≥10	
	Knowledgeable	1	2	3	4	5	6	7	8	9	<u>≪</u> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very
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. Med. 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?
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:
	Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 5 0 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
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
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 7 0 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
-	Comments: Very Played with replacement of water heater.
-	f 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	VNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re-	ything fr cent plui	om you mbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	_2	Пз	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	9	10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<b>□</b> 5	□6	7	8	<b>V</b> 9	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	<u> </u>	□8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recom	mend W	NY Plun	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the t	elephone Very Po	-	sentativ	e on the	followi	ng:				Excellent	
	Overall	1	$\square_2$	Пз	$\Box_4$	□ <sub>5</sub>	□6	$\square_7$	<b>8</b>	П9	□ <sub>10</sub>	
	Courteous		$\square_2$	$\square_3$	$\Box_{4}$	$\square_5$	$\Box_6$	$\square_7$		<u></u> 9	<u></u> 10	
	Knowledgeable	1		<u></u> 3	<u></u> 4	□5	☐6		□8	9	<u>□</u> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10	xcellent							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called	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								
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ✓         10								
	Knowledgeable								
	EXDIANATION OF REDAIR   17   19   19   14   16   16   17   X 10   10   140	Did Not 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								
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15b.									
16.		Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.	A STATE OF THE STA							
17.	Please rate Western New York Plumbing on the following:								
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!								
	Comments:								
_	f you would like us to call you, please fill in your telephone number: ()		 						
L "	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided	. t	_						



4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or heard	about WNY P	lumbing?	? ("X" A	LL THA	T APPL	Y)		
	Newspaper	r 🛛 Fr	riend		Billboa	ırd				
	Google	U	sed us Befor	e 🗌	Logo	n Truc	k			
	Other									
				OVE	RALL					
2.	Considering every	ything from you cent plumbing I	ur initial call to repair?	the com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u>	5	<u></u> 6	<b>□</b> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet yo	ur expect	ations?					
	Fell Far Below Your Expectations	_1 _2	<u>3</u> 4	5	<b>□</b> 6	<b>□</b> 7	8	9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plu	mbing o	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	□1 □2	<u>3</u>	5	<u>6</u>	<u></u> 7	8	9	∑10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plu	mbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 2	5	<b>□</b> 6	7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend '	WNY Plun	nbing S	ervices <sup>-</sup>	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u>	5	□6	<b>□</b> 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone repres	<u>sentative</u> on t	ne followi	ng:				Excellent	
	Overall	$\square$ 1 $\square$ 2	□3 □4	□5	□6	7	□8	9	⊠10	
	Courteous	$\Box_1 \Box_2$	$\square_3$ $\square_4$		П <sub>6</sub>	7	<b>□</b> 8	П9	X 10	
	Knowledgeable						<u></u> 8	<u></u> 9	X 10	
			<u></u> 3 <u></u> 4	5	<u></u> 6	<b>□</b> /	L.o	Шэ		(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 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
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain
14a. 14b.	Did we complete the repair on our first trip to your home?  Yes (SKIP TO 0.16)  No (CONTINUE)  Need new hot waterheater  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  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. 16.	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?
	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments:
_	
l i	f 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.









dedi	would like to thar cated to providing ver this important	g quality servic	ng WNY Plumbi e. In order to h	ing the opporto elp us improve	unity to se our qualit	ervice the ty of servi	plumbing in yoce to you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	d about WNY Pl Friend Jsed us Before	Billbo		,		est.
				OVERALL				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completion	of the rep	pair, how	satisfied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	7	<u>8</u>	]9 💢 10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet you	ır expectations	?			
	Fell Far Below Your Expectations	_1 _2	☐3 ☐4	□5 □6	7	8	]9 💢 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumbing	compare	with your	ideal?	
	Very Far From Your Ideal	□1 □2	☐3 ☐4	□5 □6	7	8	]9 💢 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you n	eed plum	bing service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>3</u> 4	□5 □6	<u> </u>	<u> </u>	]9 💢 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend W	/NY Plumbing S	Services to	a friend?	)	
	Definitely Will Not Recommend	<u> </u>	□3 □4	□5 □6	<u> </u>	<u> </u>	9 🕅 10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on the	e following:			Excellent	
	Overall	$\square_1$ $\square_2$	$\square_3$ $\square_4$	□5 □6	□ <sub>7</sub> [	<b>□</b> 8 <b>□</b>	19 X 10	
	Courteous	$\Box_1 \Box_2$	$\square_3$ $\square_4$	$\Box$ 5 $\Box$ 6			9 710	
	Knowledgeable	1 <u></u> 2	3 4	□5 □6 □5 □6			9 10	(OVER)

	CHECKION ADOLE COLEDINADO
	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1
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  Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. 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
	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
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments: Mike CCGS excellered!  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.









(OVER)

dedic	vould like to than cated to providing ver this important	k you for giving WNY Plumbing the opportunity to service quality service. In order to help us improve our quality of so survey.	the plumbing in your home. We ar ervice to you, please take a minute t
1.	Where have you  Newspape Google Other	seen or heard about WNY Plumbing? ("X" ALL THAT APPI Friend Billboard Used us Before Logo on Truck	LY)
		OVERALL	
2.		ything from your initial call to the completion of the repair, he cent plumbing repair?	ow satisfied or dissatisfied were you
	Extremely Dissatisfied	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8	9 10 Extremely Satisfied
3.	To what extent d	d this repair service meet your expectations?	
	Fell Far Below Your Expectations	□1     □2     □3     □4     □5     □6     □7     □8	9 10 Far Exceeded Your Expectations
4.	_	repair service. How well did WNY Plumbing compare with y	our ideal?
	Very Far From Your Ideal	1     2     3     4     5     6     7     8	9 10 Matches Your Ideal
5.	How likely or un	ikely are you to use WNY Plumbing the next time you need p	plumbing service?
	Definitely Will Not Use Next Time	☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8	9 10 Definitely Will Use Next Time
6.	How likely or un	ikely are you to recommend WNY Plumbing Services to a fric	
	Definitely Will Not Recommend	□1 □2 □3 □4 □5 □6 □7 □8	9 10 Definitely Will Recommend
7.	Please rate the t	elephone representative on the following:  Very Poor	Excellent
	Overall	$\square$ 1 $\square$ 2 $\square$ 3 $\square$ 4 $\square$ 5 $\square$ 6 $\square$ 7 $\square$ 8	<b>□</b> 9 <b>ঐ</b> 10
	Courteous	$\square$ 1 $\square$ 2 $\square$ 3 $\square$ 4 $\square$ 5 $\square$ 6 $\square$ 7 $\square$ 8	 ☐9
	Knowledgeable	□1 □2 □3 □4 □5 □6 □7 □8	9

	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. 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 service technician on the following:  Very Poor  Excellent	
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Bid Not 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	
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	
15b.	The state of the s	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
-		
l li	f 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.	









dedic	vould like to than cated to providing ver this important	quality service.						ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r 🔲 Fr	about WNY Plu iend sed us Before	Billboa		APPLY)		
				OVERALL				
2.	Considering ever with our most re	ything from you cent plumbing r	r initial call to t epair?	he completion	of the repa	air, how satisf	ied or dissa	itisfied were you
	Extremely Dissatisfied	12	☐3 ☐4	<u></u>	7	8 🔲 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	rvice meet you	expectations?	7	<b>_</b> 8 <b>_</b> 9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbing o	compare w	rith your ideal	? 	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	me you ne	ed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	□5 □6	7	8 🔲 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing S	ervices to a	a friend?	4	
	Definitely Will Not Recommend	□1 □2	<u></u>	<b>□</b> 5 <b>□</b> 6		8 🔲 9	10	Definitely Will Recommend
7.	Please rate the t	elephone repres Very Poor	sentative on the	following:			Excellent	
	Overall	□1 □2	□3 □4	<b>□</b> 5 <b>□</b> 6	□7 □	8 🔲 9	<u></u>	
	Courteous	□1 □2	□3 □4	<b>□</b> 5 <b>□</b> 6			<u></u>	
	Knowledgeable	□1 □2	<u></u>	□5 □6	<u> </u>	8 🗌 9	<b>1</b> 0	(OVER)

	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? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  Three days after I called  Longer than 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.)					
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					
	Explanation of Repair	Did Not 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					
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					
15b.						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1	Extremely Satisfied				
	QUESTIONS ABOUT WNY PLUMBING CO.	Outsiled				
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent					
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!					
	Comments:					
_						
	f 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 provi	ded.				









(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are 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) Billboard Friend Newspaper Used us Before Logo on Truck Google 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 Extremely 8 4 Satisfied Dissatisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor** Overall Courteous

	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? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called	r 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	
		Did Not
14a.		Explain
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	
15b.	, and a state of the state of t	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	Extremely
	OUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness  1	
C	Comments:	
-		
li	f 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 provid	ed.

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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other	r 🗸 🔲 Fr	about WNY Friend sed us Befo		Billboa	ard on Truc		Y)		
			tigge an an ann ann an Air an Air ann an Air ann an Air ann an Air an Air an Air an Air ann ann ann ann ann an	OVE	RALL					
2.	Considering ever with our most re			the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u>	5	<b>□</b> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet yo	ur expec	tations?					
	Fell Far Below Your Expectations	☐1 ☐2	3 4	□ 5	□6	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plu	mbing o	compare	with yo	our idea	<b> </b> ?	
	Very Far From Your Ideal	1 2	<u>3</u>	1	□6	7	8	<u>9</u>	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plu	mbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	↓ □5	<b>□</b> 6	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend '	WNY Plun	nbing S	ervices <sup>·</sup>	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	3 2		<b>⊠</b> 6	<b>□</b> 7	<u>8</u>	<u></u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on t	ne followi	ng:				Excellent	
	Overall							$\Box_{\diamond}$	ķ	
	2		☐3 ☐4 ☐ ☐	5	<u> </u> 6		<u></u>	<u></u> 9	<u>⋈</u> 10	
	Courteous	<b>∐</b> 1 <b>∐</b> 2	<u></u> □3 □4	5	∐6	<u></u> □7	8	<u></u> 9	10	
	Knowledgeable	12	☐3 ☐4	5	□6	<b>□</b> 7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days 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.)
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable
	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  Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied  Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments:
-	
	f 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.







dedic	We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are 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.											
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper											
						OVER	RALL					
2.	Considering ever with our most red				call to t	he com	oletion (	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1 [	2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent di	id this rep	pair sei	vice me	eet your	expecta	ations?					
	Fell Far Below Your Expectations	1 [	2	3	<u></u> 4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How we	ell did V	/NY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 [	2	3	<u> </u>	5	<u>6</u>	7	8	9	10	Matches Your Ideal
5.	How likely or unli	ikely are	you to	use WN	Y Plum	bing the	next tir	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u> </u>	<u> </u>	<u>  10</u>	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomn	nend W	NY Plum	ibing Se	ervices 1	o a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	<u></u> 3	4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone	repres	entative	on the	followir	ng:					
		Very Poo	or				_				Excellent	
	Overall	<u> </u>	2	□3	<u>4</u>	□5	□6	<b>□</b> 7	■8	<u> </u>	10	
	Courteous	□1 [	2	<u></u> 3	4	<u></u> 5	6	<u> </u>	8	9	10	
	Knowledgeable	<u> </u>	2	<u></u> 3	<u></u> 4	5	<u></u> 6	<u> </u>	8	<u></u> 9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very								
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  Three days 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.)								
12.	Were you contacted by phone to confirm the appointment? Yes No								
M. W	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extreme Satisfied	-							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor  Trustworthiness 1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!								
(	Comments:								
-									
1	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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(OVER)

dedic		quality service							ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	r 🔲 F	about WNY Pluriend sed us Before	Ē	(" <b>X" ALL</b> Billboard Logo on T		LY)		
				OVER	ALL				
2.	Considering ever with our most re			the comp	letion of th	ne repair, h	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	□6 <b>□</b>	]7 🔲8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	r expecta	tions? 6	]7 🔲8	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plum	bing com	pare with y	our idea	l? 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the i	next time <u>y</u>	you need p	lumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<b>□</b> 3 <b>□</b> 4	<u></u> 5	□6 <b>□</b>	7 🗌 8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plumb	ing Servic	ces to a frie	end?		
	Definitely Will Not Recommend	_1 _2	□3 □4	<u></u> 5	☐6	7 🗌 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following	g:			Excellent	
	Overall	□1 □2	□3 □4	<u></u>	<u></u> 6	7 🗌 8	9	<b>⊠</b> 10	7
	Courteous	<u> </u>	3 4	<u></u> 5 [	<b>□</b> 6 <b>□</b>	7 🔲8	9	10	Nancy
	Knowledgeable	□1 □2	□ 3 □ 4	□5 [	<u> </u>	7 🗌 8	9	10	(OVFR)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	· 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 \(\sum \) No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:	
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ✓         10	
	Knowledgeable	
	Explanation of Repair	Did Not 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	
15a.	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	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
7	f you would like us to call you, please fill in your telephone number: () he also differ your for your telephone number: () he also differ your telephone number: () he also differ your telephone number: ()	of younding of for our face of for our former for for former for the stank you







dedic	would like to thar cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the opportu elp us improve	inity to se our quali	ervice th ty of sei	ne plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 💹 F	l about WNY Pl riend Jsed us Before	Billbo			n		
				OVERALL	ELLE				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completion	of the re	pair, hov	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	□5 □6	<u> </u>	8	9	10	Extremely Satisfied
3.	To what extent d	lid this repair so	ervice meet you	ır expectations	?				
	Fell Far Below Your Expectations	_1 _2	<u>3</u> <u>4</u>	□5 □6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	□5 □6	<b>□</b> 7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	nbing the next t	ime you r	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	□5 □6	<b>□</b> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	/NY Plumbing S	Services to	o a frien	id?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	□5 □6	<u> </u>	<u>8</u>	9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	$\prod_{1} \prod_{2}$	$\square_3$ $\square_4$	□5 □6	$\square_7$	П8	<b>9</b>	10	
	Courteous		$\square_3$ $\square_4$	□ <sub>5</sub> □ <sub>6</sub>	$\square_7$	<u></u> 8	<u></u> 9	10	
	Knowledgeable						_		
	Tallowiedgeable	<u></u> 1 <u></u> 2	<u></u> 3 <u></u> 4	<b>□</b> 5 <b>□</b> 6	∐7	8	<u></u> 9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1								
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.									
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 service technician on the following:  Very Poor  Excellent								
	Professionalism  Very Poor  Excellent  Professionalism  1								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.									
15a.	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  When partialized as dispertialized were you with the time proceded to complete the repair?								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness								
	Comments:  Excellent Service of								
	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.								





4425 Walden Avenue Lancaster, NY 14086

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

1.	Where have you  Newspaper Google Other	r 🔲 Fr	about WNY Pluriend sed us Before	Ві	"X" ALL THA illboard ogo on Truc		r)		
				<b>OVER</b>	ALL				
2.	Considering ever with our most red	ything from you cent plumbing r	ır initial call to epair?	the comple	etion of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	12	☐3 ☐4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>1</b> 0	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet you	r expectati	ions?				
	Fell Far Below Your Expectations	1 2	☐ 3 ☐ 4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	9	<b>⋈</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	NNY Plumb	oing compare	e with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	nbing the n	ext time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	<u> </u>	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbi	ing Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	<u></u> 5 [	<b>_</b> 6 <b>_</b> 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on th	e following	j:			Excellent	
	Overall	<u>1</u> <u>2</u>	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	<b>□</b> 8	<u> </u>	10	
	Courteous	□1 □2	□3 □4	<u></u>	<b>□</b> 6 <b>□</b> 7	<u> </u>	<u> </u>	Z 19/	
	Knowledgeable	12	□3 □4	<u></u>	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>1</b> 10	(OVER)

	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? <b>("X" ALL THAT APPLY)</b> 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 service technician on the following:
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ★10
	Knowledgeable
	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
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
15b.	, , , , , , , , , , , , , , , , , , , ,
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent  Excellent
	Trustworthiness         1         2         3         4         5         6         7         8         9         10           Standing Behind Their Work         1         2         3         4         5         6         7         8         9         10
	Please check this box if you will also use an online rating service, Thank you!
(	Comments:
_	
	f 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.





4425 Walden Avenue Lancaster, NY 14086

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

1.	Where have you	seen or heard	about WNY Plu	umbing?	("X" A	LL THA	T APPL	Y)		
	Newspape	r 📙 Fr	riend		Billboa	ırd				
	Google	× U	sed us Before		Logo c	n Truc	k			
	Other					19				
				OVEF	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	9	10	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet you	r expect	ations?					
	Fell Far Below Your Expectations	_1 _2	<u>3</u> <u>4</u>	<u></u> 5	□6	<u> </u>	8	<u> </u>	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plur	nbing c	ompare	with yo	our idea	]?	
	Very Far From Your Ideal	☐1 ☐2	<u>3</u> <u>4</u>	<u></u> 5	□6	7	8	<u> </u>	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	<u>6</u>	7	<u> </u>	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6	_7	8	<u> </u>	<b>X</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e followir	ng:				Excellent	
	Overall	$\Box_1 \Box_2$	$\square_3$ $\square_4$	$\square_5$	П <sub>6</sub>	$\square_7$	<b>□</b> 8	<b>9</b>	<b>1</b> 0	
	Courteous							<u></u> 9		
	Knowledgeable			☐_ ☐3		<u>'</u>				
	Kilowieugeable	<u> </u>	□3 □4	<u></u> 5	∐6	∐7	8	<u></u> 9	<b>½</b> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days 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								
	Explanation of Repair	Did Not Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	b. 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								
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely							
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied							
17.	Please rate Western New York Plumbing on the following:								
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!								
	Comments:								
-									
<u> </u>	f 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 provice	ded.							



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Lancaster, NY 14086

dedic		quality										ur home. We are a take a minute to
1.	Where have you  Newspape Google Other		Fr	riend	VNY Plu Before		Billboa			Y)		
						OVER	RALL					
2.	Considering ever with our most red				call to t	he com	oletion	of the re	pair, ho	w satist	fied or dissa	itisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u> </u>	<u></u> 5	□6	<u> </u>	8	<u> </u>	<b>X</b> 10	Extremely Satisfied
3.	To what extent di	id this re	epair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<u></u> 5	□6	7	8	9	<b>×</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plur	nbing o	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	□6	<u> </u>	8	9	<b>X</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	<u> </u>	8	<u> </u>	<b>X</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recomr	nend W	NY Plum	nbing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	9	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	-	sentativ	e on the	followin	ng:				Excellent	
	Overall		$\square_2$	$\square_3$	$\prod_4$	$\Box_5$	П6	$\square_7$	<b>□</b> 8	<b>9</b>	<b>1</b> 0	
	Courteous			$\square_3$							<b>X</b> 10	
		 			<b>□</b>	□		'				
	Knowledgeable	∐1	2	<u></u> 3	<u>4</u>	<u></u> 5	∐6	$\square 7$	8	<b>∐</b> 9	<b>X</b> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day Lealled  The day after I called  Longer than three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. 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
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a. 14b.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16)  No (CONTINUE)  No
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
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
	Trustworthiness 1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
-	Comments: MIKE WAS PROFESSIONIAL AS USUAL.   ALWAYS ASK FOR MIKE TO DO OUR SERVICE. HE IS AN ASSET TO W.N.Y. PLUMBING
	f 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.

Mike

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to

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	cated to providing ver this important		service	. In ord	er to he	elp us in	nprove (	our qual	ity of se	rvice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		-
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were y with our most recent plumbing repair?									atisfied were yo		
	Extremely Dissatisfied	1	<u>2</u>	3	<u></u> 4	<u></u> 5	□6	7	8	9	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plu	mbing (	compare	with yo	ur idea	!?	
	Very Far From Your Ideal	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u> </u>	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u></u> 9	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u></u> 9	⊠10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall				$\square_{A}$	$\square_5$	П6	$\square_7$	Пв	<b>П</b> 9	<b>1</b> 10	
	Courteous				□ <i>.</i>			<u> </u>				
		<u>    1</u>	<u></u> 2	<u>3</u>	<u> </u>	<u></u> 5	<u> </u> 6	<u></u>	∐8 —	<u></u> 9	<b>≥</b> 10	
	Knowledgeable	4			1 1						710	

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? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days 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 service technician on the following:  Very Poor  Excellent
	Professionalism  Very Poor  Excellent  Professionalism  1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain
14a.	N/
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
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
-	Comments: Prompt & courteous service. Mike did an outstanding fob. Will highly recommend, way Plumbing to everyone.  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.







to

4425 Walden Avenue Lancaster, NY 14086

	cated to providing ver this important			e. In ord	ler to he	elp us in	nprove	our qual	lity of se	ervice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			<b>Y</b> )		
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom you Imbing	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were yo
	Extremely Dissatisfied	1	<u>2</u>	3	<u></u> 4	<u></u> 5	□6	7	8	<u></u> 9	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	tations?					
	Fell Far Below Your Expectations	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	NNY Plu	mbing (	compare	e with yo	our idea	u?	
	Very Far From Your Ideal	1	_2	3	<u></u> 4	5	□6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	<u></u> 3	<u></u> 4	5	<b>□</b> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	'NY Plun	nbing S	ervices	to a frie	nd?	(	
	Definitely Will Not Recommend	1	<u></u> 2	<u></u> 3	<u></u> 4	<u></u> 5	□6	<b>□</b> 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephon	e repres	sentativ	e on the	e followi	ng:					
		Very Po	or								Excellent	
	Overall	1	2	3	<u>4</u>	5	□6	7	8	9	<b>S</b> 010	
	Courteous	1	2	□3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<b>№</b> 10	
	Knowledgeable	1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u> </u>	9	210	(OVER)

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								
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 \square No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:  Very Poor  Excellent								
	Professionalism  Very Poor  Excellent  Professionalism  1								
	Knowledgeable								
	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								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness 1 2 3 4 5 6 7 8 9 00 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	Comments:								
-									
	If you would like us to call you, please fill in your telephone number: (つし)								







to

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality servi									ur home. We are e take a minute to
1.	Where have you  Newspapel Google Other		rd about \ Friend Used us			Billboa Logo d			Y)		
					OVE	RALL					
2.	Considering ever with our most red			call to t	he com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	<b>X</b> 10	Extremely Satisfied
3.	To what extent di	id this repair	service m	eet you	r expect	ations?					
	Fell Far Below Your Expectations		2	<u></u> 4	5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servic	e. How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	_1 _2	2	4	<u></u> 5	<u>6</u>	7	8	9	<b>X</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _2	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomi	mend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<u></u> 7	<u>8</u>	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	<u>resentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□1 □2	2	4	<u></u> 5	<b>□</b> 6	7	<u></u> 8	<u> </u>	10	
	Courteous	1 2	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<u></u> 7	<u>8</u>	9	<b>X</b> 10	

 $\square$ 1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\square$ 10

	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 The day after I called Three days 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 service technician on the following:  Very Poor  Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.										
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									
15b.	if a part had to be ordered, did we keep you informed about status?  Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Very Poor  Trustworthiness									
(	Comments:									
-										
   	f 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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COMMENTS!

(OVER)

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Knowledgeable

dedic		quality service							ur home. We are a take a minute to	
1.	Where have you  Newspape Google Other	r 🔲 F	about WNY Pluriend Ised us Before	Billboa			7)			
				OVERALL						
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	□5 □6	7	8	9	<b>⊠</b> 10	Extremely Satisfied	
3.	To what extent d	id this repair s	ervice meet you	r expectations?	•			,		
	Fell Far Below Your Expectations	1 2	<u>3</u> <u>4</u>	□5 □6	<u> </u>	8	<u> </u>	10	Far Exceeded Your Expectations	
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur idea	!?		
	Very Far From Your Ideal	☐1 ☐2	□3 □4	□5 □6	□ 7	8	9	<b>\(\)</b> 10	Matches Your Ideal	
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you r	need plu	ımbing	service?		
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	<u> </u>	8	9	<u>X</u> 10	Definitely Will Use Next Time	
6.	How likely or unl	likely are you to	recommend W	'NY Plumbing S	ervices to	o a frier	nd?			
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	<u></u>	<b>□</b> 7	8	9	<b>1</b> 0	Definitely Will Recommend	
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:				Excellent		
	Overall	<u> </u>	☐3 ☐4	□5 □6	□ 7	8	9	10		
	Courteous	1 2	<u>3</u> <u>4</u>	□5 □6	7	8	<u> </u>	<b>1</b> 10		

 $\square$ 1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\boxtimes$ 10

	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 Three days after I called  Concernly on which are day of the week would you prefer consists?	I called to be							
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 service technician on the following:								
	Professionalism  Very Poor  1 2 3 4 5 6 7 8 9 10								
	Knowledgeable								
	Explanation of Repair	Did Not 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								
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								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1	Extremely							
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied							
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness								
	The gas line was installed in a very tidy manner.								
1	f 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 provide	ed.							

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	cated to providing ver this important		. In order to he	elp us im	prove ou	ır quali	ty of se	rvice to	you, please	e take a minute to
1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pluriend sed us Before		<b>("X" Al</b> Billboar Logo or	rd		<b>(</b> )		
				OVER	PALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									atisfied were you
	Extremely Dissatisfied	☐1 ☐2	□3 □4	<u></u> 5	<b>□</b> 6	<u> </u>	8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	r expecta	ations?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service.	How well did \	NNY Plur	mbing co	mpare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _2	<u>3</u> <u>4</u>	<u></u> 5	<u>6</u>	7	8	9	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the	next tin	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	<u>6</u>	<u> </u>	<u> </u>	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	/NY Plum	bing Se	rvices t	o a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	<u></u> 6	7	8	9	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the t	telephone repre	sentative on the	e followir	ng:					
		Very Poor							Excellent	
	Overall	12	☐ 3 ☐ 4	5	<u></u> 6	<b>□</b> 7	8	9	X 10	
	Courteous	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	<b>1</b> 0	
	Knowledgeable	□1 □2	□3 □4	5	<u></u> 6	7	8	9	<b>X</b> 10	(OVFR)

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?
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable
	Did Not .
	Explanation of Repair
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
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15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\begin{array}{c c c c c c c c c c c c c c c c c c c
	comments:
_	
	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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answ	er this important	survey.									
1.	Where have you  Newspaper Google Other		d about Wl Friend Jsed us E			Billboa			()		
	Administration of the Control of the				OVER	ALL					
2.	Considering ever with our most red	ything from yo cent plumbing	our initial c repair?	all to the	e comp	oletion o	of the re	pair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u></u> 3	4 [	<u></u> 5	□6	<u> </u>	8	<u> </u>	<b>☑</b> 10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair s	ervice me	et your (	expecta	ations?	<b>□</b> 7	8	<u></u> 9	<u>10</u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service	e. How we	ll did Wi	NY Plur 5	nbing c	ompare	with yo	ur idea 9	? ☑10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY	/ Plumbi	ing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u> 3	<u> </u>	<u></u> 5	<u></u> 6	<u> </u>	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	to recomm	end WN	Y Plum	bing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<u></u> 9	<u>10</u>	Definitely Will Recommend
7.	Please rate the t	elephone repr Very Poor	<u>esentative</u>	on the f	followir	ng:				Excellent	
	Overall	□1 □2	□з [	4	<u></u> 5	□6	7	8	9	<u>10</u>	
	Courteous	<u> </u>	<u></u> 3	4	5	<b>□</b> 6	7	<u> </u>	<u> </u>	10	
	Knowledgeable	<u> </u>	<u></u> 3	4	<u></u> 5	<u></u> 6	<u></u> 7	<b>□</b> 8	<u></u> 9	<b>1</b> 10	(OVER)

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent								
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	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 service technician on the following:  Very Poor  Excellent									
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.										
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									
15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	Extremely								
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied								
17.	Please rate Western New York Plumbing on the following:									
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!									
(	Comments:									
_										
!	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 provid	ed.								





4425 Walden Avenue Lancaster, NY 14086

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

1.	Where have you  Newspape Google Other		Fr	iend	WNY Plu Before		Billboa			Y)		
		2000		i i e i e i	-	OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<b>□</b> 5	<u></u> 6	<u></u> 7	8	<u> </u>	<u>X</u> 10	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?											
	Very Far From Your Ideal	1	_2	3	<u> </u>	<b>□</b> 5	□6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u> </u>	Шз	<u></u> 4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	<u> </u>	<u>⊠</u> 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?											
	Definitely Will Not Recommend	_1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	□6	<u> </u>	<u> </u>	9	10	Definitely Will Recommend
7.	Please rate the to	elephone Very Poo		entative	e on the	followin	ng:				Excellent	
	Overall	1	□ <sub>2</sub>	Пз	$\square_{4}$	$\square_5$	Пе	$\square_7$	Пв	Па	10	
	Courteous	,		$\square_3$					<u></u> 8		M10	
	Knowledgeable		<u></u>		☐ 4			<b>□</b> ′		<u></u> □9	<u> </u>	
	omiougoubic	∐1 [	<u></u> 2	∐3	∐4	<b>□</b> 5	∐6	<u> </u>	<u></u> 8	<u></u> 9	10	(OVER)

	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  Longer than three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. 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 service technician on the following:								
	Professionalism  Very Poor  Excellent  Professionalism  1 2 3 4 5 6 7 8 9 10								
	Knowledgeable								
	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 0.16) No (CONTINUE)								
14b.	4b. 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.	a. 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.	o. If a part had to be ordered, did we keep you informed about status?								
16.	Extremely								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor  Trustworthiness								
	Comments: Thanks For telling me how to get the Parts For Fine Sound ours \$90								
	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.								









dedic		quality service							ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  ☐ Newspaper ☐ Friend of my soll ☐ Billboard ☐ Google ☐ Used us Before ☐ Logo on Truck ☐ Other								
				OVERALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?							atisfied were you	
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u>	<u> </u>	8	9	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair se	rvice meet you	r expectations?	7	8	9	<b>¥</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur ideal	l? ☑10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?								
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u>	7	8	<u> </u>	<b>X</b> 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?								
	Definitely Will Not Recommend	□1 □2	<u>3</u> <u>4</u>	<u></u>	7	8	9	<b>½</b> 10	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following:  Very Poor  Excellent								
	Overall	□1 □2	<u></u>	<b>□</b> 5 <b>□</b> 6	7	<u> </u>	<u></u> 9	<b>½</b> 10	
	Courteous	<u> </u>	□3 □4	□5 □6	7	□8	<u> </u>	10	
	Knowledgeable	□1 □2	<u></u>	□5 □6	7	8	9	7/10	(OVER)

	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? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  Three days after I called  Longer than three days after I called	l called						
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. X 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 service technician on the following:							
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ✓ 10							
	Knowledgeable							
	Explanation of Repair         □ 1         □ 2         □ 3         □ 4         □ 5         □ 6         □ 7         □ 8         □ 9         ☑ 10	Did Not 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							
15a.	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							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.	Sausileu						
17.	Please rate Western New York Plumbing on the following:							
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!							
(	Comments:							
-								
]	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.							