



## www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality servi	ving WNY ce. In ord	Plumbir er to he	ng the o Ip us im	pportur prove o	nity to s our qual	service 1 lity of se	the plur ervice to	nbing in yo you, pleas	our home. We are take a minute to
1.	Where have you  Newspape Google Other		rd about V Friend Used us			Billboa			Y)		
		The same			OVE	RALL					
2.	Considering ever with our most re-	rything from y cent plumbin	our initial g repair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations		service me	eet you	expect	ations?	<b>□</b> 7	8	<u></u> 9	<b></b>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	<u> </u>	e. How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? ☑10	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WN	Y Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	4	<u></u> 5	<b>□</b> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomn	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<b>1</b>	2	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	<u>resentative</u>	on the	followi	ng:				Excellent	
	Overall	□1 □2	2 3	4	<u></u> 5	□6	7	8	<u> </u>	<b>1</b> 0	
	Courteous	□1 □2	2 3	4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	区10	

 $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\cancel{\Sigma}$ 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         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)							
<b>1</b> 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.	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 Standing Behind Their Work  Very Poor  Excellent  1							
	Please check this box if you will also use an online rating service, Thank you!							
	appreciated his care to rugs, etc, and his explanations							
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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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:						
	Trustworthiness						
	Comments:  The problems want a extreme lineaguer but what very Satisfied and happe that they want come out the Some does I called I thank again						
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1.	Where have you  Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)		
		CT TRUE		1915		OVE	RALL			4		A THERE C
2.	Considering ever with our most red	ything f cent plu	from you imbing i	ır initial epair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfi <mark>ed we</mark> re you
	Extremely Dissatisfied	<b>□</b> 1	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	X 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	_2	3	<u></u> 4	5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>X</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	<u>2</u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	ikely ar	e 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	<b>□</b> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	2	<u></u> 3	<b>4</b>	<u></u> 5	<b>□</b> 6	_7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng: *				Excellent	
	Overall		$\square_2$	<b>3</b>	<b>1</b> 4	<b>5</b>	<b>6</b>	<b>□</b> 7	□8	9	X 10	
	Courteous	 1	2	3	4	5	<u>6</u>	7	8	9	10	
	Knowledgeable	<u> </u>	2	3	<u>4</u>	<u></u> 5	<b>□</b> 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 Poor						
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12.	Were you contacted by phone to confirm the appointment?						
3.7	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)						
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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  Excellent						
	Trustworthiness  1						
	Comments: Very Satisfied With Technolon, Prempi courtous						
	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.						



RECEIVED

APR 0 3 2023

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Courteous

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	OVERALL	
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	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 1	0 Extremely Satisfied
3.	To what extent did this repair service meet your expectations?	
	Fell Far Below Your Expectations  1 2 3 4 5 6 7 8 9 1	O 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         1	0 Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service	e?
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 1	0 Definitely Will Use Next Time
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	Definitely Will Not	O Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following:  Very Poor Excel	lent
	Overall 1 2 3 4 5 6 7 8 9 71	0

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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 Satisfied  Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\frac{1}{2}  3  4  5  6  7  8  9  10 \\ Standing Behind Their Work  \$\frac{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.						

(OVER)

# APR 1 2 2023



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dedic		quality se						your home. We are ase take a minute to
1.	Where have you  Newspape Google Other		eard about V Friend Used us		]? <b>("X" ALL TI</b> Billboard Logo on Tr		1) Parents used	as well
				OVE	RALL			
2.	Considering ever with our most re			call to the co	npletion of the	repair, ho	w satisfied or dis	ssatisfied were you
	Extremely Dissatisfied	<u> </u>	<u></u>	<b>4 5</b>	□6 □7	7 🔲 8	9 10	Extremely Satisfied
3.	To what extent d	id this repa	air service me	eet your expe	ctations?			
	Fell Far Below Your Expectations	1	2 3	<b>4 5</b>	□6 □7	7 8	□9 №10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	vice. How we	ell did WNY Pl	umbing compa	are with yo	ur ideal?	
	Very Far From Your Ideal	<u> </u>	2	<b>4 5</b>	□6 □7	7 🗌 8	□9 □10	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to use WN	Y Plumbing th	ne next time yo	ou need plu	umbing service?	
	Definitely Will Not Use Next Time	1	2	<b>4 5</b>	□6 □7	7 🗌 8	□9 △10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	ou to recomn	nend WNY Plu	mbing Service	s to a frier	nd?	
	Definitely Will Not Recommend	1	2 3	<b>4 5</b>	☐6 ☐7	7 🗌 8	□9 火10	Definitely Will Recommend
7.	Please rate the to	elephone r		on the follow	ving:		Excellen	t
	Overall	1	2 3	☐ 4 ☐ 5	<b>□</b> 6 <b>□</b> 7	<sup>'</sup>	<b>□</b> 9 <b>□</b> 10	
	Courteous			$\square_{4}$ $\square_{5}$		,		

	QUESTIONS ABOUT SCHEDULING						
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	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						
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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						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent						
	Trustworthiness						
8	Comments:  Everything has been top rotch in my dealing with  Why Plumbing Mar Mike Mar I believe young man a  If you would like us to call you, please fill in your telephone number: (Carrie last's name was Terry? No  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided by he	Lho t sum					







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					OVER	ALL	Herrale			N. O.	
2.	Considering ever with our most re	rything from	m your initial bing repair?	call to th	e comp	letion (	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied		<b>2 3</b>	4	<u></u> 5	<u></u> 6	7	<b>8</b>	<u></u> 9	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this rep	oair service m	eet your	expecta	itions?	7	<b>8</b>	<u> </u>	<u> </u>	Far Exceeded Your Expectations
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	Definitely Will Not Recommend	<u> </u>	<b>2 3</b>	4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<b>2</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone r Very Poor		e on the f	ollowin	g:			,	Excellent	
	Overall		<b>2 3</b>	<b>4</b> [	5 [	6	7	<u> </u>	<b>7</b> 9	<u> </u>	
	Courteous	1 [	<b>2 3</b>	<b>4</b>	<u></u> 5 [	<u></u> 6	7	<b>□</b> 8	9	<b>2</b> 40	
	Knowledgeable		<b>]</b> 2 <b>]</b> 3	<u>4</u> [	5 [	<u> </u> 6	7	8	<u></u> 9	<b>10</b>	(OVER)

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	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!	was I						
	Comments:	myself						
	the cambring was fine except he were not asked about the call the canthern around toilet. It was previously white, so used what casted I would have requested	er of ite. If						
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	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  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!						
9.7	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.						

(OVER)

# APR 1 3 2023



### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

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									
					OVERA	LL				
2.	Considering ever with our most re			call to the	e comple	tion of th	ne repair, ho	ow satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2  3	4	<u></u>	<b>]</b> 6 [	7 🗌 8	9	<b>1</b> 10	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet your e	expectati	ons?				
	Fell Far Below Your Expectations	1	2	<u>4</u>	<u></u> 5	<b>_</b> 6 <b>_</b>	7 🔀8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	vice. How w	ell did WN	NY Plumb	ing com	pare with y	our idea	l?	
	Very Far From Your Ideal	1	2	4 [	5	<b>_</b> 6 <b>_</b>	7 🗌 8	<u> </u>	<b>1</b> 10	Matches Your Ideal
5.	How likely or unli	ikely are yo	ou to use WN	IY Plumbi	ng the ne	ext time y	you need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□1</b> □	2  3	<u>4</u> [	<u></u> 5 [	<b>□</b> 6 □	7 🗌8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are yo	ou to recomr	nend WN	Y Plumbii	ng Servio	es to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2  3	<u> </u>	5 [	<b>_</b> 6 <b>_</b>	7 🗌 8	<u> </u>	<b>1</b> 10	Definitely Will Recommend
7.	Please rate the te		epresentativ	e on the f	ollowing:					
		Very Poor							Excellent	
	Overall	1 1	2 3	1 4	5	16	7 8	9	<b>7</b> 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)	
<b>1</b> 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.	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 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 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!	
	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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4425 Walden Avenue Lancaster, NY 14086

Courteous

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) Friend Billboard Newspaper Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely  $\times$ 8 5 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded X82 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** \_\_3 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. **Very Poor Excellent** Overall

	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	cellent					
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  Longer than 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 service technician on the following:  Very Poor  Excellent						
	Professionalism						
	Knowledgeable						
	Evalenction of Denoise   I.d.   I.O.   I.O.   I.A.   I.E.   I.O.   I.Z.   I.O.   I.A.O.   I.d.O.   I.d	oid Not Explain					
14a.	Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)						
<b>1</b> 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						
	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.		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:						
-							
	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	d.					





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dedic		quality service							our home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pli riend Ised us Befor	Ві	X" ALL THA Ilboard ogo on Truc		Y)		
				OVERA	LL	HE AT		in the second	
2.	Considering ever with our most re			the comple	tion of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	<b>□</b> 8	<u> </u>	X 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	r expectation	ons? 6  7	<u> </u>	9	<b>10</b>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plumb	ing compare	with yo	our idea	l? ☑10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the ne	ext time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>10</b>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbir	ng Services	to a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	<b>□</b> 8	9	<b>≥</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	□1 □2	□3 □4	<u></u> 5	<b>]</b> 6 <b>□</b> 7	8	9	<b>X</b> 10	
	Courteous	<u> </u>	<u>3</u> <u>4</u>	<u></u> 5	<b>]</b> 6	8	<u> </u>	<b>≥</b> 10	
	Knowledgeable	□1 □2	☐3 ☐4	<u></u> 5 [	<b>]</b> 6 <b>□</b> 7	<b>□</b> 8	9	10	(OVFR)

	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.) 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.	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					
	QUESTIONS ABOUT WNY PLUMBING CO.					
17.	Please rate Western New York Plumbing on the following:					
ia.	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!					
72 72	Tyler was excellent,					
	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		quality service							ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	l about WNY P riend Ised us Befo		(" <b>X" ALL</b> Billboard Logo on <sup>-</sup>		.Y)		
				OVEF	RALL				
2.	Considering ever with our most re	ything from yo cent plumbing	ur initial <mark>call</mark> to repair?	the comp	oletion of th	ne repair, ho	ow satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b>	7 🗌8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet yo		ations?	]7	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did			pare with y	our ideal	l? ☑10	Matches Your ideal
5.	How likely or unl	ikely are you to	use WNY Plur	nbing the	next time	you need p	lumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<b>□</b> 5	<b>□</b> 6 <b>□</b>	7 🗌 8	<u></u> 9	<b>1</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend \	VNY Plum	bing Servi	ces to a frie	nd?		
	Definitely Will Not Recommend	_1 _2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b>	7 🗌 8	<u> </u>	<u>X</u> 10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	<u>sentative</u> on th	e followir	ng:			Excellent	
	Overall	<b>□</b> 1 <b>□</b> 2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b>	7 🗌8	<b>9</b>	10	
	Courteous	<b>□</b> 1 <b>□</b> 2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b>	7 🗌8	9	<b>½</b> 10	
	Knowledgeable	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b>	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	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  Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. We particular day	r I called
10.		
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	<i>'</i>
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)	
<b>1</b> 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.	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	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 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: You are bood, keep 14 up.	
	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 provi	ded.



# RECEIVEL APR 2 4 2023

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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) 1. Friend Billboard 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** 4 5 6 8 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 4 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** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

	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.) 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:
	Professionalism  Very Poor  Excellent  Professionalism  1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 X 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
<b>1</b> 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  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:
	Trustworthiness  \$\text{1} & 2 & 3 & 4 & 5 & 6 & 7 & 8 & 9 & 10\$  Standing Behind Their Work  \$\text{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: I use W.N.T. Phombing about 1 time per year.
	Always Agood experince. I would Always becommend w. N.Y. Plumbing
	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)



# APR 2 4 2023

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality service	g WNY Plumbi . In order to he	ng the op elp us im	pportun prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 Fi	about WNY Pluriend sed us Befor		Billboa			Y)		
				OVER	PALL		1-1-1			
2.	Considering ever with our most re			the comp	oletion o	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	<u></u> 6	_7	8	eX	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expecta	ations?					
	Fell Far Below Your Expectations	□1 □2	☐ 3 ☐ 4	<u></u> 5	<u></u> 6	7	<b>X</b> 8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plun	nbing c	ompare	with yo	ur idea	1?	
	Very Far From Your Ideal	□1 □2	□3 □4	5	<b>□</b> 6	<b>7</b>	8	<u> </u>	<u> </u>	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	<b>□</b> 6	<b>□</b> 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plum	bing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<b>□</b> 3 <b>□</b> 4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e followin	ıg:				Excellent	
	Overall	<u> </u>	□3 □4	<u></u> 5	<u> </u>	7	8	<u></u> 9	<u>N</u> 10	
	Courteous	$\Box_1 \Box_2$	$\square_3$ $\square_4$	5	6	$\square_7$		<b></b> 9	<b>1</b> 0	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☑√0

	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? <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. Sat.							
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:							
	Professionalism  Very Poor  Excellent  Professionalism  1							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 Did Not Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16)							
<b>1</b> 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							
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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							
	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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Courteous

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) 1. Friend Billboard Newspaper Used us Before Google Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 5 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 6 4 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will** 2 **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** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall

	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	'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)	
<b>1</b> 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.	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:	
	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:	A.
-		*
	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 provi	ded.





**Excellent** 

(OVER)



**Very Poor** 

Overall

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	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10							
	Knowledgeable							
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20-	Comments:  Exellent Work & service		
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