

487 Erie Street Lancaster, NY 14086

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uno	voi tino important	Sui vey.										
1.	Where have you Newspape Google Other		F	l about riend Jsed us			Billbo			Y)		
						OVE	RALL					
Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were with our most recent plumbing repair?									atisfied were you			
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	neet vou	r expect	tations?					
	Fell Far Below Your Expectations	1	2	3	4	5		7	8	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	lmagine an ideal	repair	service.	How w	ell did \	NNY Plu	mhina a	omnare	with vo	nur idea	12	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5		7		9	⊠10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use Wi	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	<u></u> 5	<u></u> 6	7	8	9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	'NY Plum	nbing Se	ervices t	to a friei	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	<u>8</u>	9	⊠10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall				<u> </u>							
	Overall	1	∐2	<u></u> 3	∐4	<u></u> 5	∐6	∐7	∐8	<u></u> 9	≥ 10	
	Courteous		\square_2	<u></u> 3	4	<u></u> 5	□6	□ 7	8	9	×10	
	Knowledgeable	1	_2	Пз	<u>4</u>	<u></u> 5	6	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 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 The day after I called Three days after I called Can't remembrance — I paeded it to be convenient for my
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 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?
140.	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 had to open ceiling 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 Arst Appr.
	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 Sche Rufel accorden
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable 70 Ymy Schedule Schedule
10.	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:
	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: Love Mike - very knowledgeable and professional
	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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Knowledgeable

dedi	would like to tha cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ing the op elp us imp	portunity to s prove our qua	service t lity of se	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pl riend Jsed us Before		("X" ALL THA Billboard .ogo on Truc		Y)		
				OVER	ALL				
2.	Considering eve with our most re	rything from yo ecent plumbing	ur initial call to repair?	the compl	etion of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u>1</u> 2	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent of Fell Far Below Your Expectations	did this repair se	ervice meet you	r expectat	tions?	8	<u></u> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	I repair service.	How well did \	WNY Plum	bing compare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the n	ext time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time		□3 □4	<u></u> 5 [□ 6 □ 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	'NY Plumb	ing Services t	to a frier	nd?		
	Definitely Will Not Recommend	<u>1</u> 2	<u>3</u> 4	<u></u> 5 [□ 6 □ 7	8	9	10	Definitely Will Recommend
7.	Please rate the <u>t</u>		sentative on the	following	:				
	Overall	Very Poor	<u></u>	<u></u>	□ 6 □ 7	<u>8</u>	9	Excellent 10	
	Courteous	□ 1 □ 2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	9	10	

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(OVER)

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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 1 2 3 4 5 6 7 8 9 10									
	Knowledgeable									
		id Not xplain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
140.	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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.										
16.		xtremely atisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness									
	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	1.								



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1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pl riend Ised us Befor	Billbo		PPLY)	
				OVERALL			
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the completion	of the repair,	how satisfied o	r dissatisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	□5 □6	7	8 🗆 9	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	ervice meet you	ır expectations'		8 🗆 9 💢	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbing	compare with	your ideal? 8 9	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	nbing the next t	ime you need	plumbing servi	ce?
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u>	7	8 🗆 9 💢 1	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	Services to a f	riend?	
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u>		8 🗆 9 📈 1	O Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:		Exce	llent
	Overall	□1 □2	☐3 ☐4	□5 □6	7	8 🛮 🖂 9 🔲 1	0
	Courteous	□1 □2	□3 □4	□5 □6	7	8 🗐 🗆 1	0
	Knowledgeable	□1 □2	3 4	<u>5</u> <u>6</u>	7	8 2 1	0 (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 Excel	lent							
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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	Not -							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Expl	1 1							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.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.	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.		emely sfied							
	QUESTIONS ABOUT WNY PLUMBING CO.	Siled							
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:								
	If you would like us to call you, please fill in your telephone number: ()								



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Knowledgeable

aeai	would like to than cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the op elp us imp	oportunity to s prove our qua	service f lity of se	the plur ervice to	mbing in yo you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pla riend Jsed us Before		("X" ALL THA Billboard Logo on Truc		Y)		
				OVER	ALL				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the comp	letion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	12	□3 □4	<u></u> 5	□6 □7	8	9	10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	r expecta	tions?			/	
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	<u></u> 5	□6 □7	8	X 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	VNY Plum	nbing compare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 2	<u>3</u> 4	<u></u> 5	□6 □7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the ı	next time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumb	oing Services t	to a frier	nd?	F	
	Definitely Will Not Recommend	<u>1</u>	3	<u></u> 5	□6 □7	8	9	10	Definitely Will Recommend
7.	Please rate the te		sentative on the	following	g:			1	
	0	Very Poor					_	Excellent	
	Overall		<u></u> □3 <u></u> □4	∐5 L	<u></u> 6 ∐7	<u> </u> 8	<u></u> 9	110	
	Courteous	∐ 1 ∐ 2	□ 3 □ 4	□5 [□ 6 □ 7	8	9	10	

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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									
	Did Not									
14a.										
140.	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 How satisfied or dissatisfied were you with the time needed to complete the repair?									
16.	Extremely Dissatisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness									
	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.									



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dedi	would like to thar cated to providing wer this important	g quality	service	ng WNY e. In ord	Plumbi der to he	ng the delp us in	opportu nprove	nity to s our qua	service lity of se	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	l about ' riend Jsed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from yo ımbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	4	<u></u> 5	□6	<u> </u>	8	\(\sigma\) 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?	1				
	Fell Far Below Your Expectations	1	_2	3	4	5	<u>6</u>	7	8	2 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	<u></u> 3	4	5	<u></u> 6	7	8	× 9	<u> </u>	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	Пз	4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	<u> </u>	<u> </u>	\(\sime\) 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	∏ ₁	\square_2	\square_3	\square_{4}	\square_5	П6	\square_7	Пв	П 9	10	
	Courteous			\square_3				′ □				
	Knowlodgooble				□ 4	<u></u> □5	<u> </u> 6		∐8 □	∐9 □	10	
	Knowledgeable	<u></u> 1	<u>2</u>	∐3	∐4	<u></u> 5	<u></u> 6	∐7	<u></u> 8		× 10	(OVED)

	QUESTIONS ABOUT SCHEDULING									
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12.	Were you contacted by phone to confirm the appointment?									
	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.	Ab. 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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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.									
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Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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** 15 la 4 16 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **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 3 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** 4 5 6 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

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								
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	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	Did Not								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain								
14a.	, , , , , , , , , , , , , , , , , , , ,									
140.	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.	The state of the s									
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 \$\begin{array}{c ccccccccccccccccccccccccccccccccccc									
(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 provide									



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1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper											
			HILL			OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	from you ambing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	9	\(\sime\) 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	3	4	<u></u> 5	□6	7	8	<u> </u>	\(\sqrt{10}\)	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	NNY Plu	mbing o	compare	e with yo	our idea	ıl?	
	Very Far From Your Ideal		2	3	4	<u></u> 5	<u></u> 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	<u> </u>	_2	Пз	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	Пз	<u></u> 4	<u></u> 5	□6	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall		.o. □2	\square_3	\square_{Λ}	П 5	Пе	\square_{7}	\Box	\Box	X10	
					□ 4		∐6 □		∐8 □	<u></u> 9		
	Courteous	<u> </u> 1	<u>2</u>	<u></u> 3	<u> </u> 4	<u></u> 5	<u></u> 6	∐7	8	<u></u> 9	1 0	
	Knowledgeable	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9	× 10	(OVED)

	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 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. 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	Did Not						
	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? X 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.	Sausticu						
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 guestionnaire in the postage-paid envelope provides	ded.						



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1.	Where have you Newspape Google Other		eard about Friend Used us			Billbo			Y)		
					OVE	RALL					
2.	Considering ever with our most re	rything from cent plumb	n your initia ing repair?	l call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _]2	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	∑10	Extremely Satisfied
3.	To what extent d	id this repa	ir service n	neet you	r expect	tations?					
	Fell Far Below Your Expectations	_1 _	2 3	<u></u> 4	<u></u> 5	□6	7	8	9	☑10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	rice. How v	vell did \	NNY Plu	mbing (compare	with yo	our idea	1?	
	Very Far From Your Ideal	1 _]2	<u></u> 4	5	□6	7	8	9	× 10	Matches Your Ideal
5.	How likely or unl	ikely are yo	u to use W	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _]2	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recom	mend W	'NY Plun	nbing S	ervices ⁻	to a frie	nd?		
	Definitely Will Not Recommend	_1 _]2	<u></u> 4	<u></u> 5	☐6	_7	<u>8</u>	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the to	elephone re Very Poor	<u>presentativ</u>	<u>re</u> on the	followi	ng:				Excellent	
	Overall	1 [2 3	\Box_4	\square_5	П ₆	П 7	П8	П 9	№ 10	
	Courteous	1] ₂		<u></u> 5	☐ ₆		☐8	<u></u>		
	Knowledgeable	1	2 3	4	<u></u> 5	<u>□</u> 6		8	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							
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	Did Not						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (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.	Julionou						
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc							
	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 provi	ded.						



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1.	Where have you Newspape Google Other	er 🔀 F	d about WNY F Friend Jsed us Befo		Billboa			Y)		
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	o the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3 2	1 5	□6	7	8	9	X 10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet yo	our expect	tations?					
	Fell Far Below Your Expectations	12	3 2	1 5	<u>6</u>	7	8	9	× 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	How well did	l WNY Plu	mbing o	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 2	3 2	1 5	□6	□ 7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plu	mbing the	e next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 2	1	□ 6	7	8	<u></u> 9	☑10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend	WNY Plun	nbing S	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	_1 _2	<u>3</u>	5	☐ ₆	_7	8	<u> </u>	☑10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	<u>sentative</u> on tl	ne followi	ng:				Freedlant	
	Overall	Very Poor							Excellent	
				<u></u> 5	<u></u> □6	<u></u> □7	∐8 —	<u> </u> 9	X 10	
	Courteous	<u></u> 1 <u></u> 2	□ 3 □ 4	5	<u></u> 6	<u></u>	8	9	X 10	
	Knowledgeable	12	3 4	<u></u> 5	<u></u> 6	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 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.	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
	Professionalism
	Knowledgeable
	Evalenation of Renair
4.4	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
140.	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 9 210 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:
-	
	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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dedi	would like to thar cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the opport elp us improve	unity to s our qua	service t lity of se	he plur rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY PI riend Ised us Before	Billb			Y)		
				OVERALI					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completio	n of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	☐3 ☐4	<u></u>	§ □7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	ır expectations	?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	□5 □6	S7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare	e with yo	ur idea	l?	
	Very Far From Your Ideal	12	3 4	<u></u>	5 7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u>	S7	8	<u> </u>	X 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	/NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	□5 □6	2	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the <u>t</u>		sentative on the	e following:				-	
	Overall	Very Poor						Excellent	
			<u>3</u> <u>4</u>		<u></u> □7	<u> </u> 8	<u> </u> 9	10	
	Courteous	<u></u> 1 <u></u> 2	<u>3</u> 4	□ 5 □ 6	7	8	9	× 10	
	Knowledgeable	□1 □2	□ 3 □ 4	□5 □6	7	8	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	xcellent						
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	called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. 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							
	Evaluation of Donoir	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							
	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:							
	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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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re-	ything t cent plu	from you umbing i	ur initial repair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	expect	ations?					
	Fell Far Below Your Expectations	1	_2	3	4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
1.	lmagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next tii	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	☐ ₆	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followin	ng:				Excellent	
	Overall	\Box_1	\square_2	Пз	\Box 4	П ₅	П ₆	\square_7	□ 8	П9	\bowtie_{10}	
	Courteous	1	2	3	4	<u></u> 5	<u></u> 6	<u></u> 7	8	9	10	
	Knowledgeable	1	_2	3	<u>4</u>	<u></u> 5	□6	□ 7	8	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? ("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? 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	7							
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								
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:								
	Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!								
(omments: MIKE DID A GREAT JOS!	EPPE PERSONAL PARTIES AND ASSESSED.							
-	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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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** 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 8 **Extremely** 4 5 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 2 4 5 3 J6 | l8 l 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** 15 6 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous Knowledgeable

	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	· 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							
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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							
	Knowledgeable	Did Not						
	Explanation of Repair	Explain						
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
140.	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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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 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 is always Excellent!							
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 provice	led.						



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dedi	would like to thar cated to providing ver this important	j quality	service	ng WNY e. In ord	Plumbi	ng the d elp us in	pportu prove	nity to s our qua	service lity of se	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	l about \ riend Jsed us			? ("X" / Billboa Logo (ard		Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from you	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations		_2	3	4	<u></u> 5	□6	7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	4	<u></u> 5	□6	7	8	9	1 10	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	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>2</u>	Пз	<u></u> 4	<u></u> 5	☐ ₆	□ 7	8	9	1 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	•	sentativ	e on the	followi	ng:				Excellent	
	Overall		∏ ₂	\square_3	\square_{A}	\square_5	П6	П 7	Пв	Mo		
	Courteous				□□ ⁴			□ /				
		<u> </u> 1	<u></u> 2	<u></u> □3	<u> </u> 4	<u></u> 5	<u> </u> 6	∐7 —	<u> </u> 8	M 9	∐10 —	
	Knowledgeable	∐1	2	3	∐ 4	5	<u>6</u>	□ 7	□8	X_9	□ 10	(OVED)

	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
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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
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain 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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
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	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!
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1.	Where have you Newspaper Google Other	r 🔲 Fi	about WNY Pl riend sed us Before	Bill	" ALL THA board o on Truc		Y)		
				OVERAL					
2.	Considering every with our most red			the completion	on of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	9	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair se	ervice meet you		s? 6	<u> </u>	<u></u> 9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbin	g compare	e with yo	our idea	l? ⊠ 10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plun	nbing the nex	t time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	6	8	9	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend V	/NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> <u>4</u>	<u></u> 5	6 🔲 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on th	e following:				Excellent	
	Overall	□1 □2	<u>3</u> 4	<u></u>	6 7	8	9	<u> </u>	
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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 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					
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. 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 <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					
	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.	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					
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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	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:					
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	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	ded.				



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JUN 2 4 2019

487 Erie Street Lancaster, NY 14086

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13.	Please rate the <u>service technician</u> on the following:						
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· oui	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	NEEDEL					
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	Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate <u>Western New York Plumbing</u> 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: MIKE + BAAD ARE EXCELLENT PLUMBERS, I USUALLY REQUEST TO	4614					
	If you would like us to call you, please fill in your telephone number: (



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

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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. Newspaper Friend 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? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 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 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

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13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent						
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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						
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17.	Please rate Western New York Plumbing on the following:						
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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) Newspaper Friend 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? **Extremely Extremely** 3 4 15 16 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? 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** 3 4 15 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

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5.	How likely or unl	likely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
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6.	How likely or uni	likely are you to	recommend W	NY Plumbing	Services	to a frie	nd?		
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	Please check this box if you will also use an online rating service, Thank you!	
	They were courteous and very easy to deal with have already called them back for more work!!	
	you would like us to call you, please fill in your telephone number: ()	



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JUN 1 7 2019

487 Erie Street Lancaster, NY 14086

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	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	<u></u> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet vou	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	5	<u>6</u>	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	WNY Plui	mbina d	compare	e with vo	our idea	12	
	Very Far From Your Ideal	1	_2	3	4	<u></u> 5	<u>6</u>	7	8	9	 V 10	Matches Your Ideal
<u>5</u> .	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	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	☐9	<u>×</u> 10	Definitely Will Use Next Time
ô.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plum	nbing Se	ervices [·]	to a frier	nd?		
	Definitely Will Not Recommend	_1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	☐ ₆	_7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	following	ng:				Excellent	
	Overall	□1	\square_2	Пз	\prod_4	\prod_{5}	П ₆	□ ₇	П8	 9	10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	□6		8	9	10	
	Knowledgeable	1	2	3	<u>4</u>	<u></u> 5	□6	7	8	<u> </u>	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 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)									
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:									
	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.									

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(OVER)

487 Erie Street Lancaster, NY 14086

RECEIVED

JUN 1 3 2019

dedi	would like to that cated to providing wer this important	g quality servic	ng WNY Plumb e. In order to h	oing the op nelp us imp	oportunity to prove our qua	service tality of se	the plui ervice to	nbing in yo you, pleas	our home. We are be take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	d about WNY P riend Jsed us Befor		("X" ALL TH Billboard Logo on Trud		Y)		
				OVER	ALL				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the comp	letion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	<u></u> 5	□6 □7	8	9	<u>×</u> 10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet yo	ur expecta	tions?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	□6 □7	8	9	[2]10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plum	bing compar	e with yo	ur idea	l?	
	Very Far From Your Ideal	12	<u>3</u> 4	<u></u> 5	□6 □7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plur	nbing the r	next time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>3</u> 4	<u></u> 5	□6 □7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	VNY Plumb	oing Services	to a frier	nd?		
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7.	Please rate the to	elephone repre	sentative on th	e following	d:				
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	Overall	\square 1 \square 2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	9	1 0	
	Courteous	□1 □2	<u></u>	<u></u> 5	□ 6 □ 7	8	9	<u>£</u> 10	
	Knowledgeable	□1 □2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	<u> </u>	<u>¥</u> 10	(OVED)

	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 The day after I called Three days after I called Three days after I called	· 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 <u>service technician</u> on the following: Very Poor Excellent	1							
	Professionalism 1 2 3 4 5 6 7 8 9 10								
	Knowledgeable □1 □2 □3 □4 □5 □6 □7 □8 □9 □10	Did Not							
	Explanation of Repair	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.	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: Mike was great. Very Professional.								
	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.							



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

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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. Newspaper Billboard Google Jsed 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** 4 5 **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7. **Very Poor Excellent** Overall Courteous 9

8.									
0.	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 Two days after I called The day after I called Three days after I called	I called							
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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	Did Not -							
	Explanation of Repair	Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
	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 How satisfied or dissatisfied were you with the time needed to complete the repair?								
16.	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								
	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 provi								



487 Erie Street Lancaster, NY 14086

RECEIVED

JUN 1.2 2019

1.	Where have you Newspape Google Other	er 🔲 F	d about WNY F Friend Jsed us Befo	☐ Bil	X" ALL TH Iboard go on Truc		()	
				OVERA	LL			
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the complet	ion of the re	epair, hov	v satisfied or di	ssatisfied were you
	Extremely Dissatisfied	12	□3 □4	5	6 🔲 7	8	9 110	Extremely Satisfied
3.	To what extent d							
	Your Expectations		□ 3 □ 4	5	」 6 □ 7	8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From							Matches
	Your Ideal	L_1 L_2	<u></u> 3 <u></u> 4	5	J6 ∐7	8	□ 9 № 10	Your Ideal
5.	How likely or unl	ikely are you to	o use WNY Plui	mbing the ne	xt time you	need plu	mbing service?	*
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5] 6 □ 7	8	9 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	o recommend \	WNY Plumbin	g Services t	to a frien	d?	
	Definitely Will Not Recommend	□1 □2	3 4	<u></u> 5	6 🔲 7	8	□9 <u>≥</u> √10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on th	e following:			Excellen	
	Overall	□1 □2	□3 □4	<u></u>	6 🔲 7	□8		τ
	Courteous	□1 □2	<u></u>	<u></u>	6	8		
	Knowledgeable	<u>1</u> 2	3	<u></u> 5	6 🔲 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 1							
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	Knowledgeable							
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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 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.							



487 Erie Street Lancaster, NY 14086

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JUN 5 2019

1.	Where have you Newspape Google Other		Fr	iend	WNY Plu Before		Billboa	ırd		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 diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	pair se	rvice m	eet your	expect	ations?	7	<u>8</u>	9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair so	ervice.	How w	ell did W	/NY Plui	mbing c	ompare	with yo	our idea	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Pluml	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	☐9 <i>_</i>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend WI	NY Plum	bing Se	rvices	to a frier	nd?	`	
	Definitely Will Not Recommend	1	2	3	<u> </u>	<u></u> 5	<u></u> 6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		entative	e on the	followir	ng:				Excellent	
	Overall	<u> </u>	<u></u>	<u></u> 3	4	<u></u> 5	□ 6	□ 7	□8	<u>9</u>	10	
	Courteous	<u> </u>	2	<u></u> 3	4	<u></u> 5	□ 6	7	□8	<u> </u>	10	
	Knowledgeable	<u> </u>	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	10	(OVER)

	OUTCTIONS ADOUT COULDING								
0	QUESTIONS ABOUT SCHEDULING Overall, how would you rate up on cabeduling this repair carving at your convenience?								
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								
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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								
	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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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:								
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	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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487 Erie Street Lancaster, NY 14086 JUN 5 2019

dedi	would like to thai icated to providing wer this important	g quality service	ng WNY Plumb e. In order to h	ing the opportuelle as improve	inity to service our quality	vice the plun of service to	nbing in yo 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		APPLY)		
				OVERALL				
2.	Considering ever with our most re	rything from yo ecent plumbing	ur initial call to repair?	the completion	of the repa	air, how satist	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	□5 □6	7	8 🔲 9	⊠ 10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet you	ır expectations'	?			
	Fell Far Below Your Expectations	12	<u>3</u> 4	□5 □6	<u> </u>	8 🔲 9	区10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service.	How well did	WNY Plumbing	compare w	ith your ideal	?	
	Very Far From Your Ideal	1 2	☐ 3 ☐ 4	□5 □6	7	8	1 0	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next t	ime you ne	ed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	□5 □6	□7 [89	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	/NY Plumbing S	services to a	a friend?		
	Definitely Will Not Recommend	<u> </u>	<u></u>	<u></u>	7	8 🔲 9	X 10	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on the	e following:			F	
	Overall	very Poor					Excellent	
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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 9 710 Excellent						
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	Knowledgeable						
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
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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!						
-	Comments: MIKE IS AN EXCELLENT Tech AND REPRESENTATIVE OF YOUR COMPANY						
	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

(OVER)

487 Erie Street Lancaster, NY 14086 JUN 3 2019

dedi	would like to than cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the oppor elp us improv	tunity to e our qua	service llity of se	the plui ervice to	mbing in yo you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pl riend sed us Before	Billb	" ALL THA coard o on Truc		.Y)		
				OVERAL	-				
2.	Considering ever with our most re	rything from you ecent plumbing	ur initial call to repair?	the completion	n of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	□3 □4	<u></u> 5	6 7	□8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	ır expectation	s?				
	Fell Far Below Your Expectations	1 2	<u>3</u> <u>4</u>	<u></u> 5	6 🔲 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service.	How well did \	WNY Plumbin	g compar	e with yo	our idea	l?	
	Very Far From Your Ideal	12	3 4	<u></u> 5	6 🔲 7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐ 3 ☐ 4	<u></u>	6 🔲 7	<u> </u>	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	/NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	3 4	<u></u>	6 🗌 7	<u> </u>	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:				Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	\square_5 \square_6	7	П8	П9	10	
	Courteous		\square_3 \square_4						
	Knowledgeable					∐8 □	<u> </u> 9		
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	QUESTIONS ABOUT SCHEDULING							
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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	Did Not						
	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)							
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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:							
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	If you would like us to call you, please fill in your telephone number: ()							



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(OVER)

487 Erie Street 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. 1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 4 5 16 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 4 5 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 13 4 5 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent Overall** Courteous

	QUESTIONS ABOUT SCHEDULING					
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487 Erie Street Lancaster, NY 14086

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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
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13.	Please rate the service technician on the following: Very Poor Excellent						
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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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17.	Please rate Western New York Plumbing on the following:						
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	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.						



487 Erie Street Lancaster, NY 14086

Overall

Courteous

Knowledgeable

RECEIVED JUL 0 8 2019

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** 15 16 8 **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations Your Expectations** 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 3 14 5 16 Your Ideal Your Idea! 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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not** 14 5 **Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent**

X|8

(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						
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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: Mile is great and we enjoy working with him	-					
	If you would like us to call you, please fill in your telephone number: ()						



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487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED JUL 3 1 2019

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) Newspaper Friend 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? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 15 3 4 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From** Matches 3 14 15 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING						
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	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, who has come out to the house on several occusions to prefer sional, is always throwledgeable and professional, 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.						



487 Erie Street Lancaster, NY 14086

Knowledgeable

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JUL 2 9 2019

(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 answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely 4 **Extremely** 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 4 5 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 4 15 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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous 10

	QUESTIONS ABOUT SCHEDULING							
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	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
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17.	Please rate Western New York Plumbing on the following:							
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	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

487 Erie Street Lancaster, NY 14086

1.	Where have you	seen or heard	about WNY PI	umbing? ("	X" ALL THA	NT APPL	Y)		
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3.	To what extent d	id this repair se	ervice meet you	ır expectatio	ons?				
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	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:	
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17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!	
(Comments:	
-	MIKE DID LON EXCEPLENT JOB! 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 provide	ed.



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AUG 1.2 2019

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

487 Erie Street Lancaster, NY 14086

Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 2 3 4 5 6 8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous

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	Please check this box if you will also use an online rating service, Thank you!								
-	Comments: MIKE IS THE DEST!								
	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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487 Erie Street Lancaster, NY 14086

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	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	<u> </u>	<u> </u>	½ 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	3	4	<u></u> 5	<u>6</u>	□ 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing (compare	with yo	our idea	ıl?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	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	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	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	4	<u></u> 5	□6	□ 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	sentativ	e on the	followin	าต:					
		Very Po					3				Excellent	
	Overall	1	2	3	4	5	6	7	8	<u> </u>	⊠ 10	
	Courteous	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	½ 10	
	Knowledgeable	<u> </u>	_2	<u></u> 3	<u></u> 4	□5	□6	<u> </u>	8	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 9 210 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 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.	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 Excellent								
	Trustworthiness								
	Comments: Most impressed = Mike - Booder Purp install and Brad P. Very pipe extensions 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.								



487 Erie Street Lancaster, NY 14086

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1.	Where have you Newspaper Google Other		F	riend	WNY Plu Before		Billboa			Y)			
						OVE	RALL						
2.	Considering every with our most red	ything 1 cent plu	from you umbing i	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	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied	
3.	To what extent di	id this r	epair se	rvice m	eet you	r expect	ations?				. N		
	Fell Far Below Your Expectations	1	_2	3	<u>4</u>	5	<u></u> 6	7	8	<u>9</u>	10	Far Exceeded Your Expectations)
4.	lmagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	ıl?		
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	10	Matches Your Ideal	
ō.	How likely or unli	ikely ar	e you to	use WN	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	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time	
õ.	How likely or unli	ikely ar	e you to	recomi	mend W	NY Plum	nbing Se	ervices [·]	to a frie	nd?	•		
	Definitely Will Not Recommend	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	☐6	<u></u> 7	8	<u> </u>	10	Definitely Will Recommend	
7.	Please rate the te	elephor	ne repres	sentativ	e on the	followi	ng:						
		Very P					J				Excellent		
	Overall		2	3	4	5	□6	7	8	9	X 10		
	Courteous	<u> </u>	2	<u></u> 3	4	<u></u> 5	□6	7	8	9	10		
	Knowledgeable	1	<u>2</u>	_3	4	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	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.	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?							
14b.	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 NEEDED Profes Speed From one were Range							
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							
	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!							
-	RECOMMEND MIKE AUD WWY PLYMBING.							
	If you would like us to call you, please fill in your telephone number: ()							



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487 Erie Street Lancaster, NY 14086

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dedi	would like to thar cated to providing ver this important	g quality	service	ng WNY e. In ord	Plumbi der to h	ing the o	opportu nprove	nity to s our qua	service lity of so	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	7	F	d about ' Friend Jsed us			Billboa			_Y)		
		1				OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from yo ımbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	□8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	ır expect	tations?				a	
	Fell Far Below Your Expectations	1	2	3	4	5	□6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did \	NNY Plu	mbing o	compare	e with ye	our idea	l?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely ard	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time		_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recom	mend W	'NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	\Box 1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u> </u>	7	<u> </u>	9	10	Definitely Will Recommend
7.	Please rate the te			<u>sentativ</u>	e on the	followi	ng:					
	Overall	Very Po	oor		┌ .						Excellent	
		1	<u>2</u>	<u></u> □3	<u> </u> 4	<u></u> □5	∐6 □	<u></u>	8	<u></u> 9	<u></u> 10	
	Courteous	<u> </u> 1	<u>2</u>	<u></u> 3	<u> </u> 4	<u></u> 5	<u></u> 6	∐7	8	9	10	
	Knowledgeable	1	2	□3	4	5	□6	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 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 1 2 3 4 5 6 7 8 9 10							
	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.	If a part had to be ordered, did we keep you informed about status? L Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?							
10.	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 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.							



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1.	Where have you	seen c	or heard	about \	WNY Plu	ımbing?	? ("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	ΠF	riend			Billboa	ard		-		
	Google				Before			on Truc	:k			
	Other			000 00	20,0,0		Logo	J				
						OVE	RALL				Aven by the same	
2.	Considering ever with our most red	ything i cent pli	trom you umbing	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	_2	3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	10	Far Exceeded Your Expectations
1.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l? _	
	Very Far From Your Ideal	1	_2	<u></u> 3	4	<u></u> 5	☐ ₆	7	8	9	10	Matches Your Ideal
5.	How likely or unli	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	4	<u></u> 5	□6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	_3	<u></u> 4	<u></u> 5	□6	□ 7	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephor	ne repres	sentativ	e on the	followi	ng:					
		Very P		303			Ü				Excellent	
	Overall	1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	10	
	Courteous	1	2	3	4	<u></u> 5	□6	7	8	<u> </u>	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 Poor 1 2 3 4 5 6 7 8 9 10 Excellent	
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	
	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 Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 10 8 9 10	
(Comments: EXCELLENT WELL DOHE	
-	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provided.	



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1.	Where have you	seen or h	neard about \	NNY Plur	nbing? ("	X" ALL TH	IAT APPL	Y)		
	Newspape	r [Friend		☐ Bil	lboard				
	Google	Ī	Used us	Before	ΠLo	go on Tru	ıck			
	Other	_				9				
					OVERA	LL				
2.	Considering ever with our most re	ything fror cent plumb	m your initial bing repair?	call to th	e comple	tion of the	repair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2 3	<u></u> 4	□ 5 □	□ 6 □ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet your	expectation	ons?				
	Fell Far Below Your Expectations	1	2 3	<u></u> 4	<u></u> 5	□ 6 □ 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	vice. How w	ell did Wl	NY Plumbi	ing compa	re with yo	our idea	l?	
	Very Far From Your Ideal	1	2	4	<u></u> 5 [□ 6 □ 7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to use Wh	IY Plumb	ing the ne	xt time yo	u need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 4	<u></u> 5 [□ 6 □ 7	8	9	<u> 10</u>	Definitely Will Use Next Time
ô.	How likely or unl	ikely are y	ou to recomi	nend WN	Y Plumbir	ng Services	s to a frie	nd?	,	
	Definitely Will Not Recommend	_1 _	2 3	<u></u> 4	<u></u> 5 [□ 6 □ 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone r		e on the f	following:				Excellent	
	Overall	1 [] 2 □ 3	<u></u>	<u></u>	l6 □7	8	9	10.	
	Courteous		2 3	4	5]6	8	 9	10	
	Knowledgeable	_1 _	2	4	<u></u> 5 []6	8	<u> </u>	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.	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 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						
	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:						
-							
	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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487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other OVERĀLL 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 Extremely Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 13 4 15 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 3 4 15 16 8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall

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

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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 service technician on the following:						
	Professionalism Very Poor □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ☒ 10						
	Knowledgeable 1 2 3 4 5 6 7 8 9 ≥10						
	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 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 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:	pagna industriance (society in an emission described emission described					
-							
	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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AUG 1 4 2019

487 Erie Street Lancaster, NY 14086

1.	Where have you	seen or heard	about WNY Pl	umbing?	("X" ALL TH	at appl	Y)		
	Newspaper	F	riend	E	Billboard				
	Google	Πυ	sed us Befor	е Пц	_ogo on Tru	ck			
	Other								
				OVER	ALL				
2.	Considering every with our most red			the comp	letion of the	repair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	□6 □7	□ 8	9	1 10	Extremely Satisfied
3.	To what extent di	d this repair se	ervice meet you	ır expecta	tions?				
	Fell Far Below Your Expectations	□1 □2 	3 4	<u></u>	□6 □7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an/ideal	repair service.	How well did	WNY Plum	nbing compar	e with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	<u>3</u> 4	<u></u> 5	□6 □7	8	9	10	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plun	nbing the	next time you	ı need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	□ 6 □ 7	<u> </u>	9	10	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend V	VNY Plumb	bing Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u></u>	<u></u> 5	□ 6 □ 7	8	×9	<u> </u>	Definitely Will Recommend
-	DI				opporte	inity to	doso	77	
7.	Please rate the te	elepnone repres Very Poor	<u>sentative</u> on th	e tollowin	g:	1		Excellent	
	Overall	1 2	<u></u>	<u></u> 5 [☐6 ☐7	8	9	10	
	Courteous	□1 □2	□3 □4	<u></u> 5 [□ 6 □ 7	8	<u> </u>	<u> </u>	
	Knowledgeable	□1 □2	<u></u>	<u></u> 5	□6 □7	8	9	<u> </u>	(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?						
	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 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.	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 Please rate Skenge my pensman ship						
	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: Your Number was patient, persistent to solving our problems and very safessature informative. We will call again re: present replacement 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)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

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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) Newspaper Friend 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? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded 12 3]5 4 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 15 3 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 5 **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 <u>telephone representative</u> 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	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 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.) 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 1 2 3 4 5 6 7 8 9 10						
	Explanation of Repair 1 1 2 3 1 5 6 7 8 9 ▶ 10	Did Not					
		Explain					
14a. 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 How satisfied or dissatisfied were you with the time needed to complete the repair?						
,0.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.	outsiled in the second					
17.	Please rate Western New York Plumbing on the following:						
	Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 10 10 10 10 10 10 10 10 10 10						
-	Comments: Molec did AN Execular Job?						
	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 provide	ed.					



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AUG 0'9 2019

487 Erie Street Lancaster, NY 14086

Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend 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? Extremely 2 13 5 **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 15 16 4 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 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** 15 **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not** 2 **Definitely Will** 3 4 15 Recommend Recommend Please rate the <u>telephone representative</u> on the following: 7. **Very Poor Excellent** Overall Courteous

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 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.) 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							
		Did Not						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain L						
14a.								
140.	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.	Salisiitu						
17.	Please rate Western New York Plumbing on the following:							
	Very Poor Trustworthiness \$\begin{array}{cccccccccccccccccccccccccccccccccccc							
	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 provice	 ded.						



487 Erie Street Lancaster, NY 14086

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1.	Where have you	seen or heard	l about WNY P	lumbing? ("X"	ALL THAT	T APPL	Y)		
	Newspape	r 🛛 F	riend	Billbo	ard		•		
	Google		Jsed us Befor		on Truck				
		ughba hood	2		on nacr	`			
	Other We	AGINDA FIGURA	CAPP						
7				OVERALL					
2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the completion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	□ 7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet yo	ur expectations	?				
	Fell Far Below Your Expectations	1 2	<u>3</u> 4	□5 □6	□ 7	8	9	1 0	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> 4	□5 □6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	mbing the next t	ime you r	need plu	ımbing	service?	
	Definitely Will Not								Definitely Will
	Use Next Time	□1 □2	<u></u> 3 <u></u> 4	∐ 5 ∐ 6	∐7	∐8	<u></u> 9	X 10	Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plumbing S	Services to	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	□5 □6	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on th	e following:					
		Very Poor	<u> </u>	io ronoving.				Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □6	7	8	9	2 10	
	Courteous	\square 1 \square 2	☐ 3 ☐ 4	□5 □6	7	□8	9	1 0	
	Knowledgeable	\square_1 \square_2	\square_3 \square_4	□5 □6	\square_7	П8	П9	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 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 Were you contacted by phone to confirm the appointment? Yes No - NA Scheduled right away
12.	Were you contacted by phone to confirm the appointment? Yes No - Scheduled right words
	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 0.16) 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 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: Service was immediately available. The Service Technician was EXCELLENTIL 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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487 Erie Street 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 Plumbing? ("X" ALL THAT APPLY)

	Newspape Google Other	r _	Friend Used us	Before		Billboa		k	•,		
					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?							atisfied were you			
	Extremely Dissatisfied	_1 _	2 3	<u>4</u>	<u></u> 5	□6	7	8	X 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repai	ir service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	4	<u>5</u>	□6	7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ice. How w	ell did W	/NY Plui	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _	2 3	<u>4</u>	<u></u> 5	<u></u> 6	7	× 8	<u> </u>	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are yo	u to use WN	IY Plumb	oing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2	<u></u> 4	<u></u> 5	□ 6	7	8	<u>9</u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomr	mend WN	NY Plum	nbing Se	ervices t	to a frier	nd?		
	Definitely Will Not Recommend	_1 _]2	<u></u> 4	<u></u> 5	☐ ₆	7	X 8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor	presentativ	e on the	followi	ng:				Excellent	
	Overall	\Box_1	2	\Box_4	5	2 6	\square_7	Па	П 9	□ ₁₀	
	Courteous		2 3	4	<u></u>	\Box 6	7	8	9	☐10	
	Knowledgeable	_1 _	2 3	<u>4</u>	<u></u> 5	□6	<u> </u>	8	9	<u> </u>	(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						
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: 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.	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 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.						



(OVER)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

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dedi		nk you for giving WNY Plumbing the opportunity to service the plumbing in yog quality service. In order to help us improve our quality of service to you, please survey.					
1.	Where have you Newspape Google Other	u seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) er					
		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 □3 □4 □5 □6 □7 □8 ☑9 □10	Extremely Satisfied				
3.		did 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.	-	I 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	likely are you to use WNY Plumbing the next time you 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 unlikely are you to recommend WNY Plumbing Services 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	telephone representative on the following: Very Poor Excellent					
	Overall	\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 Two days after I called The day after I called Three days after I called Longer than 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 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					
	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.					
17.	Please rate Western New York Plumbing on the following:	V				
	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:					
-						
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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Knowledgeable

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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) Newspaper Friend Billboard Google Jsed 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? **Extremely Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 5 4 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 13 4 5 16 8 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** 2 1 13 5 4 **Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor** Excellent Overall

6

(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	nt					
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	d					
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:						
	Professionalism 1 2 3 4 5 6 7 8 9 70						
	Knowledgeable	nt.					
	Explanation of Repair 1 2 3 4 5 6 7 8 9 50 Explanation	1 1					
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 70 Satisfied	-					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness 1 1 2 3 4 5 6 7 8 9 0 0 Standing Behind Their Work 1 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:	THE RESERVE THE PROPERTY OF TH					
-							
	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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Very Poor

Overall

Courteous

Knowledgeable

www.wnyplumbing.com

Excellent

(OVER)

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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 Newspaper 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? Extremely Extremely **Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded 15 4 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches X**8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following:

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	lent				
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	ed				
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	18				
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explanation	1 1				
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.						
10.	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 satis	emely sfied				
	QUESTIONS ABOUT WNY PLUMBING CO.	illeu				
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 Their Work 1 1 2 13 14 15 16 17 18 19 10 Their Work 1 1 1 2 13 14 15 16 17 18 19 10 Their Work 1 1 10 Their Work 1 10 Their W					
-	Comments: Mike Was Great					
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.					