

487 Erie Street Lancaster, NY 14086

RECEIVED AUG 6 2020

1.	Where have you	seen c	r heard	about \	NNY Plu	ımbing?	? ("X" <i>P</i>	LL THA	T APPL	Y)		-C3 ·T
	Newspape	r	F	riend			Billboa	ard		A	VA AF	CAME
	Google		Πυ	sed us	Before	\Box	Logo	on Truc	k (SOCAL	ED YOU	V, I I'M
	Other						Ü			BA	CK SE	VERAL TIME
						OVE	RALL		- X-1			
2.	Considering ever with our most re				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	4	<u></u> 5	□6	7	8	<u> </u>	X 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	9	× 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	ompare	e with yo	our idea	1?	
	Very Far From Your Ideal		2	3	<u>4</u>	<u></u> 5	<u>6</u>	□ 7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	7	□8	<u> </u>	2 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephon Very P	•	sentativ	e on the	followi	ng:				Excellent	
	Overall	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	□8	<u> </u>	2 .10	
	Courteous	<u> </u>	2	3	4	5	<u>6</u>	7	8	9	1 0	
	Knowledgeable	1	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	X 10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent								
9.	What day was your service scheduled for? ("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. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain								
14a.	Did we complete the repair on our first trip to your home?								
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.	12								
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	V							
	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.								



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1.	Where have you	seen or he	ard about \	NNY Plu	mbing?	("X" A	LL THA	T APPL	Y)		
	Newspape	r	Friend			Billboa	ırd				
	Google	$\overline{\mathbb{X}}$	Used us	Before		Logo d	n Truc	k			
	Other										
				This	OVEF	RALL					
2.	Considering ever with our most re			call to th	ne com	pletion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	.⊠10	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	<u></u> 4	<u></u> 5	□6	7	8	9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ice. How w	ell did W	NY Plui	nbing o	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	1	2 3	<u>4</u>	<u></u> 5	□6	<u> </u>	8	<u> </u>	1 0	Matches Your Ideal
5.	How likely or unl	likely are yo	u to use Wi	NY Plumb	ing the	next til	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 3	<u></u> 4	5	<u></u> 6	<u> </u>	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely are yo	u to recomi	mend WN	VY Plum	ibing Se	ervices t	o a frie	nd?		
	Definitely Will Not Recommend	, ,]2	4	<u></u> 5	□6	□ 7	<u>8</u>	9	1 0	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	<u>presentativ</u>	e on the	followir	ng:				Excellent	
	Overall	very Poor								$ \leftarrow $	
			2 3	<u></u> 4	<u></u> 5		/	<u> </u> 8	<u></u> 9	⊠ 10	
	Courteous	<u> </u>	23	∐ 4	<u></u> 5	<u></u> 6	<u> </u>	8	9		
	Knowledgeable	<u> </u>	2	4	<u></u> 5	<u>6</u>	7	8	9	1 0	(OVER)

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	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							
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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 Standing Behind Their Work Their Work							
-	Comments: YOUR TECH MIKE WAS EXCELLENT. VERY COURTEOUS, PERSONABLE AND ANSWERED ALL QUESTIONS. NE WOULD LIVE HIM IN THE PUTURE IF NEEDED, 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)

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AUG # 0 2020

dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r 🔲 Fr	about WNY Plu iend sed us Before	Billb	' ALL THA oard o on Truc		Y)		
				OVERAL					
2.	Considering ever with our most re-			the completion	n of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	3 4	□5 □	6 🔲 7	<u> </u>	9	≥ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	rvice meet you		s? 6 7	<u></u> 8	<u></u> 9	2 10	Far Exceeded Your Expectations
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5.	How likely or unl Definitely Will Not Use Next Time	ikely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u></u>	<u></u> 5	6 🔲 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	<u>sentative</u> on the	following:				Excellent	
	Overall	□1 □2	□3 □4	□5 □6	5	□ 8	<u></u> 9	10	
	Courteous	<u> </u>	☐ 3 ☐ 4	<u></u>	S7	8	<u> </u>	10	
	Knowledgeable	□1 □2	<u></u>	<u></u>	S 🔲 7	<u> </u>	<u> </u>	10	(OVER)

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	Knowledgeable							
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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							
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(Comments:							
_								
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Knowledgeable

www.wnyplumbing.com

487 Erie Street
Lancaster, NY 14086

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	cated to providing ver this important	quality service. In order to help us improve our quality of so survey.	ervice to you, please take a minute to
1.	Newspapel Google	seen or heard about WNY Plumbing? ("X" ALL THAT APPI Friend Billboard Used us Before Logo on Truck	LY)
		OVERALL	
2.		ything from your initial call to the completion of the repair, he cent plumbing repair?	ow satisfied or dissatisfied were you
	Extremely Dissatisfied	□1 □2 □3 □4 □5 □6 □7 □8	9 10 Extremely Satisfied
3.	To what extent di	d this repair service meet your expectations?	
	Felt Far Below Your Expectations	1 2 3 4 5 6 7 8	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From	repair service. How well did WNY Plumbing compare with y	
	Your Ideal	1 2 3 4 5 6 7 8	9 210 Matches Your Ideal
5.	How likely or unli	kely are you to use WNY Plumbing the next time you need p	lumbing service?
	Definitely Will Not Use Next Time	☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8	9 10 Definitely Will Use Next Time
6.	How likely or unl	kely are you to recommend WNY Plumbing Services to a frie	end?
	Definitely Will Not Recommend	□1 □2 □3 □4 □5 □6 □7 □8	9 10 Definitely Will Recommend
7.	Please rate the te	elephone representative on the following: Very Poor	Excellent
	Overall	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8	□9 ∑10
	Courteous	□1 □2 □3 □4 □5 □6 □7 □8	□9 ∑10

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

(OVER)

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15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: 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: Very bleased we everything. Technician was very profession. I Knowledge able: hice. 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.



(OVER)

487 Erie Street Lancaster, NY 14086

Overall

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 X Logo on Truck Google Used us Before 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 16 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 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** \mathbf{X}_{10} **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend Please rate the <u>telephone representative</u> on the following: 7. Very Poor Excellent

	QUESTIONS ABOUT SCHEDULING							
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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							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	ĺ						
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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	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
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-								
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	QUESTIONS ABOUT SCHEDULING	
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	QUESTIONS ABOUT THE REPAIR ITSELF	N. B. Barrier
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
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(-	Comments: Ricky was Knowledgable and did great work!	
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	Newspape	er 🔲 F	riend		Billboa	rd				
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	Other				Ü					
				OVER	ALL					
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the comp	oletion o	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	☐1 ☐2	☐3 ☐4	5	□6	<u> </u>	8	9	10	Extremely Satisfied
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5.	How likely or unl	ikely are you to	use WNY Plun	nbing the	next tin	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	□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 V	/NY Plumi	bing Se	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	☐ 6	<u> </u>	8	<u> </u>	210	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on th	e followin	g:				Excellent	
	Overall	\square_1 \square_2	\square_3 \square_4	П ₅	П ₆	7	8	П 9	× 10	
	Courteous	1 <u></u> 2	<u>3</u> <u>4</u>	<u></u> 5	6	7	8	9	<u></u>	
	Knowledgeable	_1 _2	<u>3</u> <u>4</u>	□ 5	□ 6	7	8	<u></u> 9	10	(OVER)

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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	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.	Sausiieu						
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness Standing Behind Their Work Their Work Trustworthiness 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 provide	ded.						



487 Erie Street Lancaster, NY

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1.	Where have you Newspape Google Other	er 💆 F	l about WNY P riend Ised us Befor	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the completion	of the repa	air, how satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	☐3 ☐4	□5 □6	7	8 🗌 9	1 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	ur expectations	? 	89	✓10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbing	compare w	ith your idea □8 □9	l? 10	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are you to	use WNY Plun	nbing the next t	ime you ne	ed plumbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plumbing S	Services to a	a friend?	/	
	Definitely Will Not Recommend	<u> </u>	☐3 ☐4	□5 □6	7	□ 8 □ 9	1 0	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on th	e following:			Ex¢ellent	
	Overali	□1 □2	□3 □4	□5 □6] 8 □ 9	J ₁₀	
	Courteous	□1 □2	□3 □4	□5 □6	7	 ∏8	7/10	
	Knowledgeable	<u> </u>	3 4	5 <u></u> 6	7		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 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?								
	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.	b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



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1.	Where have you seen or hea	rd about WNY Plum	nbing? ("X" ALL THA	T APPLY)	
	Newspaper	Friend	Billboard		
	Google	Used us Before	Logo on Truc	k	
	Other				
			OVERALL		
2.	Considering everything from y with our most recent plumbing	our initial call to the grepair?	e completion of the re	epair, how satisfi	ed or dissatisfied were you
	Extremely Dissatisfied	2	<u></u>	□ 8 □ 9 (10 Extremely Satisfied
3.	To what extent did this repair	service meet your e	expectations?	_	
	Fell Far Below Your Expectations	2	5 <u></u> 6 <u></u> 7	□8 □9 (Far Exceeded Your Expectations
4.	Imagine an ideal repair servic	e. How well did WN	NY Plumbing compare	with your ideal?	
	Very Far From Your Ideal 1 2	2	<u></u>	8 9	10 Matches Your Ideal
5.	How likely or unlikely are you	to use WNY Plumbi	ng the next time you	need plumbing s	ervice?
	Definitely Will Not Use Next Time	. □3 □4 [□ 5 □ 6 □ 7	8 9	Definitely Will Use Next Time
õ.	How likely or unlikely are you	to recommend WN	Y Plumbing Services t	to a friend?	
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7.	Please rate the telephone repr	esentative on the f	ollowing:		
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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	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. 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								
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13.	Please rate the <u>service technician</u> on the following:								
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	Knowledgeable								
	Explanation of Repair	Did Not Explain							
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14b.									
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15b. 16.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?								
10.	Extremely Dissatisfied	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.	Oddorica							
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 To service this box if you will also use an online rating service, Thank you!								
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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 provi	ded.							



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1.	Where have you	seen or	heard at	out WN	/ Plumbii	ng? ("X"	ALL THA	AT APPL	.Y)		
	Newspape	er l	Frie	nd	Γ	Bilibo	ard				
	Google		☐ Use	d us Be	fore	=	on Truc	:k			
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2.	Considering ever with our most re	rything fro cent plum	om your i nbing rep	nitial cal air?	I to the c	mpletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent d	lid this rer	oair servi	ce meet	vour exp	ectations	<i>w</i>	He	XDet	t.	
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5.	How likely or unl	likely are	you to us	se WNY F	lumbing	the next t	ime you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2 []3 []4 🔲	5 🗌 6	7	8	<u></u> 9	X 10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to re	commen	d WNY P	umbing S	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2 []3 []4 🔲	5 🗌 6	7	□8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone	represer	ntative or	the follo	wing:					
	_	Very Poo	-			Ü				Excellent	
	Overall	<u> </u>	2]3 []4 🔲	5 🗌 6	□ 7	■8	9	<u> </u>	
	Courteous	<u> </u>	_2 _]3 []4 🔲	5 🗌 6	<u> </u>	□ 8	<u> </u>	<u> </u>	
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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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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								
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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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 9 210 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 210 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: ()								



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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 **OVERALI** 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 15 6 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 5 6 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Matches 4 5 Your Ideal 3 6 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 telephone representative on the following: **Very Poor** Excellent Overall Courteous

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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 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
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12.	Were you contacted by phone to confirm the appointment? Yes No
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13.	Please rate the service technician on the following: Very Poor Excellent
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	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
No.	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness 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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	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. Tues. Thurs. Fri. Sat. No particular day									
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13.	Please rate the service technician on the following:									
	Very Poor Excellent									
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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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 Satisfied	•								
	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!									
-	you would like us to call you, please fill in your telephone number: ()									
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									



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1.	Where have you Newspape Google Other	er 🔲 F	d about WNY F Friend Jsed us Befo		Billboa			Y)		
				OVE	RALL					
2.	Considering ever with our most re	ything from yo cent plumbing	our 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	<u></u> 6	□ 7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet yo	ur expec	tations?					
	Fell Far Below Your Expectations	<u> </u>	<u>3</u>	1 5	<u></u> 6	□ 7	8	X 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	l WNY Plu	mbing o	ompare	with yo	our idea	1?	
	Very Far From Your ideal	<u> </u>	<u>3</u>	1 5	<u> </u>	<u> </u>	8	2 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	o use WNY Plu	mbing the	e next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u>	↓ □5	□ 6	_7	8	<u> </u>	1 0	Definitely Will Use Next Time
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	Recommend		<u></u> 3 <u></u> 2	15	<u> </u> 6	□ /	8	<u></u> 9	∠ 10	Recommend
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8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent								
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12.	Were you contacted by phone to confirm the appointment? Yes \square No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
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	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? 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									
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	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: ()	ded.								



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1.	Where have you Newspape Google Other	r 🔲	d about WN Friend Used us Bo		? ("X" ALL Th Billboard Logo on Tru		Y)		
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2.	Considering ever with our most re			all to the com	pletion of the	repair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	☐ 1 ☐ 2	<u> </u>	_ 4 _ 5	□6 □7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	id this repair s	service mee	t your expec	tations?			,	
	Fell Far Below Your Expectations	<u> </u>	<u></u> 3 [_ 4 _ 5	□6 □7	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How well	did WNY Plu	mbing compa	re with yo	our idea	1!?	
	Very Far From Your Ideal	☐1 ☐2	<u></u> 3 [□ 4 □ 5	□6 □7	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely are you	o use WNY	Plumbing the	e next time yo	u need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 [□ 4 □ 5	□6 □7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
ô.	How likely or unl	ikely are you	o recomme	nd WNY Plur	nbing Services	s to a frie	nd?		
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7.	Please rate the to	elephone repr Very Poor	<u>esentative</u> o	on the followi	ng:			Excellent	
	Overall	□1 □2	□з [4 5	□6 □7	8	<u> </u>	1 0	
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	Knowledgeable	<u> </u>	3	1 4 1 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									
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	Professionalism									
	Knowledgeable									
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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!									
-	you would like us to call you, please fill in your telephone number: () + II HAS ALWAYS BEEN VERY WARPS () + II HAS ALWAYS BEEN ELEEL THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									
	you would like us to call you, please fill in your telephone number: () + IT HES ALWAFS BELLUELEEL THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	L -								



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487 Erie Street Lancaster, NY 14086

1.	Where have you	seen or heard	about WNY PI	umbing?	("X" ALL	THAT APPL	.Y)		
	Newspape	r 🔲 F	riend		Billboard				
	Google	□υ	sed us Befor	e 🔲 l	_ogo on ⁻	Truck			
	Other \	istalled Plu	mbing an o	nginal	house				
				OVER	ALL				
2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the comp	letion of t	he repair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u> 5	<u>6</u>	7 🔲 8	9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	ır expecta	itions?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	□6 □	7 🗌 8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plum	nbing com	pare with yo	our idea	l?	
	Very Far From Your Ideal	1 2	<u>3</u> 4	5	□6 □	7 🗌 8	> 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plun	nbing the	next time	you need pl	umbing	service?	
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6.	How likely or unl	ikely are you to	recommend V	/NY Pluml	bina Servi	ces to a frie	nd?		
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	Recommend	<u></u> 1 <u></u> 2		<u></u> 5	∐6 L	」 7 □ 8	× 9	∐10	Recommend
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	Knowledgeable	□1 □2	<u>3</u> 4	<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							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day 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 service technician on the following: Very Poor Excellent							
	Professionalism							
	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							
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
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	Please check this box if you will also use an online rating service, Thank you!							
	comments: What was not good is that someone never got back to me until I called. And							
	I told her to have him call me when he was on his way, he never did cuz they didn't							
	I told her to have him call me when he was on his way, he never did cuz they didnt If you would like us to call you, please fill in your telephone number: () white my number on the wo, so he was THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. Touse &							
	(was not.							



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Courteous

Knowledgeable

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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) Newspaper Friend Billboard Logo on Truck Google Used us Before 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 8 🔀 9 6 4 5 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded 6 Your Expectations Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 3 15 16 Your Ideal 4 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 telephone representative on the following: Very Poor **Excellent** Overall

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1							
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							
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12.	Were you contacted by phone to confirm the appointment? Yes No							
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13.	Please rate the service technician on the following: Very Poor Excellent							
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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							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness 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!							
A	Comments: PROFESSIONAL REPAIR BY CONFIEDUS-KNOWLEGGEABLE							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



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1.	Where have you Newspape Google Other	_	eard about \ Friend Used us			Billboa			Y)		
					OVER	ALL					
2.	Considering ever with our most re	rything fron cent plumb	n your initial ing repair?	call to th	ie comp	letion o	of the re	pair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent d	id this repa	ir service m	eet your	expecta	tions?					
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5.	How likely or unl	likely are yo	ou to use WN	IY Plumb	ing the	next tir	ne you	need plu	umbing	service?	
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6.	How likely or unl	ikely are yo	ou to recomr	nend WN	Y Pluml	bing Se	rvices t	o a frier	nd?		
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	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism						
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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	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						
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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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Knowledgeable

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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** 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 5 13]4 6 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 4 5 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 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor** Excellent Overall Courteous

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent							
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13.	Please rate the service technician on the following:								
	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							
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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!								
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1.	Where have you Newspape Google Other	r 🔲 F	about WNY Pluriend Ised us Before	Billb	" ALL THA ooard o on Truc		()		
				OVERAL	L				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completi	on of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	12	☐3 ☐4	<u></u> 5	6 🔲 7	8	9	∑10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectation	s?				
	Fell Far Below Your Expectations	_1 _2	<u>3</u> <u>4</u>	5	6 🔲 7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plumbin	g compare	e with yo	ur idea		Matches
	Your Ideal	12	34	5	6	8	9	X 10	Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	t time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u> 5	6 🔲 7	8	<u>9</u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plumbing	Services	to a frier	nd?		
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	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 The day after I called The days after I called The days after I called								
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12.	Were you contacted by phone to confirm the appointment? Yes No								
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13.	Please rate the <u>service technician</u> on the following:								
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Their Work								
	Please check this box if you will also use an online rating service, Thank you!								
-	Comments: THE SERVICE MAN TIM WAS EREAT. HE DID SUGGEST WE SHOULD HAVE THE STROM DRAIN LINE CLEANED OUT WITH SWAKE TO THE ROAD 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.								
	CALL ME, & LET US KNOW ASAP								



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1.	Where have you			Ĕ, Ĭ		AT APPL	Y)		
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۷.	with our most re	cent plumbing	repair?	the compr	enon or the r	cpan, no	w saus	iieu ui uiss	alisiieu wele you
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3.	To what extent d	id this repair s	ervice meet yo	ur expectat	ions?				
	Fell Far Below Your Expectations	12	<u></u> 3 <u></u> 4	5 [□ 6 □ 7	8	<u> </u>	10	Far Exceeded Your Expectations
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5.	How likely or unl	ikely are you t	o use WNY Plui	mbing the n	ext time you	need plu	umbing	service?	
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6.	How likely or unl	ikely are you t	o recommend	NNY Plumb	ing Services	to a frier	nd?	/	
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			<u></u>	5 L		<u></u>	<u></u> 9	110	
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	QUESTIONS ABOUT SCHEDULING							
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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:							
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	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1							
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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 f cent plu	rom you mbing	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	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	X 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	4	<u></u> 5	□6	<u> </u>	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From	repair s	service.	How w	ell did V	VNY Plu	mbing o	ompare	with yo	our idea	!?	
	Your Ideal	1	2	3	4	5	<u></u> 6	□ 7	8	9	X 10	Matches Your Ideal
5.	How likely or unl	ikely are	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	3	<u></u> 4	<u></u> 5	□6	_7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	□ 5	<u></u> 6	<u> </u>	8	<u></u> 9	1 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	\prod_{1}	\square_2	П ₃	П ₄	П 5	П ₆	\square_7	□ 8	П 9	10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>		8	9	<u> </u> 10	
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	QUESTIONS ABOUT SCHEDULING								
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home?								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness 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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	you would like us to call you, please fill in your telephone number: ()								



487 Erie Street

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1.	Where have you Newspape Google Other	er 🔲 F	d about WNY riend Jsed us Bet		Billbo	ard	ck - L	ogo		XISTING TANK.
				OVE	RALL					
2.	with our most re	rything from yo cent plumbing	ur initial call repair?	to the con	npletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	12	<u></u> 3 <u></u>	45	□6	7	8	9	X 10	Extremely Satisfied
3.	To what extent d	id this repair so	ervice meet y	our exped	tations?)				
	Fell Far Below Your Expectations	□1 □2	<u></u>	4 🔲 5	□6	<u></u> 7	8	<u> </u>	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well d	id WNY Plu	ımbing (compare	e with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	3	4	□6	7	8	9	X 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY PI	umbing th	e next ti	me you	need pla	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u>	4 🔲 5	□ 6	□ 7	8	X 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend	l WNY Plur	nbing S	ervices t	to a frier	nd?		
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7.	Please rate the te	elephone repres	<u>sentative</u> on	the followi	ng:				Excellent	
	Overall		\square_3 \square	4 De				\Box	-	
	Courteous	$\square_1 \square_2$		4 <u></u> 5 4 ∏5			∐8 □8	<u></u> 9		
	Knowledgeable				<u></u> 6	<u> </u>		<u> </u> 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	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								
41.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable	Did Not							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
	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								
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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:								
	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: THE SERVICE AND PROFESSIONALISM OF THE REPAIR MAN EXCEPTIONAL. IT'S HARD TO IMAGINE IT BEING ANY E 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 prov	BETTER.							



487 Erie Street Lancaster, NY 14086

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1.	Where have you	ı seen or heard	about WNY Pl	umbing? ("X"	ALL THAT AP	PLY)			
	Newspape	r F	riend	Billbo	ard	•			
	Google	=	sed us Before	=	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 Dissatisfied	<u> </u>	<u>3</u> 4	□5 □6	7	8 🔲 9	10	Extremely Satisfied	
3.	To what extent d	id this repair se	ervice meet you	ır expectations'	?				
	Fell Far Below Your Expectations	12	<u>3</u> <u>4</u>	□5 □6	7	8 🗌 9	10	Far Exceeded Your Expectations	
4.	Imagine an ideal	repair service.	How well did	WNY Plumbing	compare with	your idea	l?		
	Very Far From Your Ideal	1 2	<u>3</u> <u>4</u>	<u></u>	7	8 29	<u> </u>	Matches Your Ideal	
5.	How likely or unl	ikely are you to	use WNY Plum	nbing the next t	ime you need	plumbing	service?		
	Definitely Will Not Use Next Time	<u>1</u> 2	<u></u>	□5 □6	7	8 🔲 9	10	Definitely Will Use Next Time	
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	Services to a fr	riend?			
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□5 □6		8 29	<u> </u>	Definitely Will Recommend	
7.	Please rate the te	elephone repre	sentative on the	- following					
•	i rodoo rato tiio <u>t</u>	Very Poor	JOHLALIVO OH LIN	o tollowing.			Excellent		
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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your corvenience? Very Poor	1							
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	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.									
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(Comments:								
-									
	If you would like us to call you, please fill in your telephone number: ()								



(OVER)

487 Erie Street Lancaster, NY 14086

Overall

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** 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 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Feli Far Below Far Exceeded 2 3 4 5 6 **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 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent**

	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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12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain
14a.	Did we complete the repair on our first trip to your home?
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	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!
	Comments:
-	
	If you would like us to call you, please fill in your telephone number: ()



8

(OVER)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very								
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	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 70 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.									
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17.	Please rate Western New York Plumbing on the following:								
	Very Poor Trustworthiness								
	omments:								
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]	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.								