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3.	To what extent di Fell Far Below Your Expectations	id this re	epair se	ervice m	eet you	r expect	ations?	7	□ 8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	ervice.	How w	ell did V	VNY Plur	mbing o	compare	with yo	our idea	l?	Matches Your Ideal
5.	How likely or unli	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	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	<u> </u>	9	□ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plum	nbing So	ervices	to a frie	nd?		
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	Courteous	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	1 10	
	Knowledgeable	<u></u> 1	2	<u></u> 3	<u></u> 4	5	<u>6</u>	_7	8	<u> </u>	10	(OVER)

1	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called									
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	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									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.										
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	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Very Poor Trustworthiness									
	Comments:									
-										
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Billboard Newspaper Friend 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** 3 | 4 5 6 8 **Dissatisfied Satisfied** To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 4 5 6 8 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches **□**3 **□**4 | |5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent Overall** Courteous

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WNY PLUMBING CO

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4425 Walden Avenue Lancaster, NY 14086 Thort Dir.

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1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pl riend Jsed us Befor	Billk	" ALL THA ooard o on Tru		Y)		
				OVERAL	L				
2.	Considering ever with our most red	ything from yo cent plumbing	ur initial call to repair?	the completion	on of the r	epair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	□ 9	10	Extremely Satisfied
3.	To what extent di	id this repair s	ervice meet you	ur expectation	s?	•			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □	6 🔲 7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	. How well did	WNY Plumbin	g compar	e with yo	our ideal	?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u> </u>	6 🔲 7	8	9	1 10	Matches Your Ideal
5.	How likely or unli	ikely are you to	o use WNY Plun	nbing the nex	t time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□ 5 □	6 🔲 7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	o recommend V	VNY Plumbing	Services	to a frie	nd?		
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7.	Please rate the te	elephone repre	sentative on th	e following:					
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13.	Please rate the <u>service technician</u> on the following:									
	Professionalism 1									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
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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!									
-	f you would like us to call you, please fill in your telephone number: ()									
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									





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1.	Where have you Newspape Google Other		F	about V riend sed us		e 🗌	Billboa Logo (Y)		
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2.	Considering ever with our most re				call to 1	the com	pletion	of the re	epair, ho	w satisf	ied or diss	atisfied were you
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	Fell Far Below Your Expectations	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	½ 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plur	mbing c	ompare	with yo	our ideal	?	
	Very Far From Your Ideal	□ 1	2	3	4	<u></u> 5	6	7	8	⊠ 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely ard	e you to	use WN	IY Plum	bing the	next tii	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	⊠ 9	<u> </u>	Definitely Will Use Next Time
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7.	Please rate the to		300	<u>sentativ</u>	e on the	following	ng:					
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	Knowledgeable	1	2	3	4	<u></u> 5	□ 6	7	8	X 9	<u> </u>	(OVER)

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	Trustworthiness Standing Behind Their Work Their Wor									
	Comments:									
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				OVERALL				
Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied wer with our most recent plumbing repair?								
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		Very Poor					Excellent	
	Overall	\square 1 \square 2	□ 3 □ 4	□5 □6	<u></u> 7	8	 9 □ 10	
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	Fell Far Below Your Expectations	□ 1	<u>2</u>	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	1 0	Far Exceeded Your Expectations
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		Very Po	oor								Excellent	
	Overall	∐1	<u></u> 2	∐3	∐4	5	<u></u> 6	∐7	8	<u></u> 9	<u>×</u> 10	
	Courteous	<u> </u>	<u>2</u>	□3	4	<u></u> 5	□ 6	7	□ 8	<u> </u>	10	
	Knowledgeable	<u> </u>	2	□3	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	(OVER)

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-	Comments: Great Service									
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1.	Where have you Newspape Google Other		eard about V Friend Used us			Billboa			Y)		
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5.	How likely or unli	ikely are yo	ou 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> 4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	□ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomr	nend W	NY Plum	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	10	Definitely Will Recommend
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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 \(\sumsymbol{\sumsymbol{V}}\) Yes \(\sumsymbol{\sumsymbol{N}}\) 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									
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
140.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments:									
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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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	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
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:-	Comments: Pat was very good, 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

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 110 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** 5 6 4 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 2 4 **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 5 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 6 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								
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13.	Please rate the service technician on the following:								
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1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pl riend sed us Befor	Bi	X" ALL THA Ilboard go on Trud		Y)		
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Į,	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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Knowledgeable

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1.	Where have you Newspape Google Other	r	Frier			("X" Al Billboa Logo o	rd		Υ)		
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7.	Please rate the to	elephone Very Poo		tative on the	followin	ng:				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								
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12.	Were you contacted by phone to confirm the appointment? Yes \(\sigma\) No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Professionalism Very Poor Excellent Professionalism 1								
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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)								
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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 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 satisfied Ricky was super nice & did a givent								
	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	er 🔲 F	about WNY Pl riend Ised us Befor		(" X" ALL TI Billboard .ogo on Tr		.Y)		
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17.	Please rate Western New York Plumbing on the following:								
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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 provided.									









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1.	Where have you Newspape Google Other	r 🔲 Fri	about WNY Plu end sed us Before	Billbo		•		
				OVERALL				
2.	Considering ever with our most re	ything from you cent plumbing re	r initial call to t epair?	he completion	of the re	pair, how satisfi	ed or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	☐3 ☐4	□5 □6	□ 7	□ 8 □9	□ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair ser	vice meet your	expectations?	7	□8 ,□€	□ 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	/NY Plumbing (compare	with your ideal?	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	ime you r	need plumbing s	ervice?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	□ 5 □ 6	_7	□8 №9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing S	ervices t	o a friend?	1	
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5 □ 6	7	□8 □9	10	Definitely Will Recommend
7.	Please rate the to	elephone repres	entative on the	following:		ر ا	Excellent	
	Overall	□1 □2	□ 3 □ 4	□ 5 □ 6	7	8 29	10	
	Courteous	□1 □2	<u></u>	□ 5 □ 6	7		10	

□1 □2 □3 □4 □5 □6 □7 □

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 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 Had To Get Tant Start
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 More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
-	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.









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1.	Where have you Newspape Google Other	er	☐ F	riend sed us	Before		Billboa			Y)		
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3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	rvice m	eet you	r expect	ations?	7	<u> </u>	□9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo		10	Matches Your Ideal
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7.	Please rate the t	elephon Very Po		sentativ	e on the	following	ng:			E	xcellent	
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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called 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. 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 \(\sumsymbol{\text{No}}\) 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)								
1 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.	5a. 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.	6. 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 \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
-	Comments: Tanks from 76 HARBRIDGE MANOR								
	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	er 🔲 F	about WNY Plo riend sed us Befor	Bil	X" ALL THA Iboard go on Trud	·)	
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2.	Considering ever with our most re	rything from you cent plumbing i	ır initial call to epair?	the complet	tion of the r	epair, how	satisfied or diss	atisfied were you
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3.	To what extent d Fell Far Below Your Expectations	lid this repair se	rvice meet you	r expectation	ons?]6	8	□ 9 □ 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbi	ing compare	e with you	r ideal? 910	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the ne	xt time you	need plui	mbing service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	9 410	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	/NY Plumbir	ng Services	to a friend	1?	
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>] 6 □ 7	<u> </u>	□9 □10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:			Excellent	
	Overall	1 2	□3 □4	□ 5 □] 6	□8	□ 9 □ 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								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Longer than 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:								
	Professionalism 1 2 3 4 5 6 7 8 9 10								
	Knowledgeable								
	Explanation of Repair 1 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)								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	if a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor 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 provided.								





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1.	Where have you Newspape Google Other		ard about \] Friend] Used us			("X" AL Billboai Logo oi	rd		Y)		
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2.	Considering ever with our most re			call to th	ne comp	oletion of	f the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	4	<u></u> 5	<u></u> 6	7	8	¾ 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repai	r service m	eet your	expecta	ations?					
	Fell Far Below Your Expectations	1	2 3	4	5	<u></u> 6	7	8	⋈ 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ice. How w	ell did W	'NY Plur	nbing co	mpare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _	2 3	4	5	□ 6	7	8	A 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are yo	u to use WN	IY Plumb	ing the	next tim	e you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 🔲 3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u>8</u>	X 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are yo	u to recomr	nend WN	IY Plum	bing Ser	vices t	o a frier	nd?		
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7.	Please rate the <u>t</u>	elephone re	presentativ	e on the	followir	ng:					
	_	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							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) X No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:							
	Professionalism Very Poor Excellent Professionalism 1							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
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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 Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
7	Comments: Orly one item: Replaced Romp -> Based on experience - would have perfected to be informed of the warranty requirements on the old peurs? 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		☐ Fi	riend	WNY Plu		Billbo			Y)		
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2.	Considering ever with our most re				call to 1	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent d	id this ro	epair se	rvice m	eet you	r expect	ations?					
	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	ervice.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	□6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	Пз	4	<u></u> 5	□ 6	_7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	e you to	recomr	nend W	NY Plun	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephon	e repres	sentativ	e on the	followi	ng:					
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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								
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 ☐ Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Very Poor Excellent Professionalism 1								
	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)								
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No to Not applicable								
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 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: EXCELLENT IN EVERY UPT 6								
	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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6.	How likely or unl	likely are you	to recomme	end WNY PI	umbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □ 2	: 🗌 з [4	5 🗌 6	7	□ 8	9	⊠ 10	Definitely Will Recommend
7.	Please rate the t	elephone repr Very Poor	<u>esentative</u> (on the follo	wing:				Excellent	
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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 Three days after I called The day after I called The day after I called The day after I called								
10.	Generally, on which one day of the week would you prefer service? ☐ Sun. ☐ Mon. ☐ Tues. ☐ Wed. ☐ Thurs. ☐ Fri. ☐ Sat. ☒ No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▼10 Knowledgeable 1 2 3 4 5 6 7 8 9 ▼10								
	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?								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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15b.	If a part had to be ordered, did we keep you informed about status?								
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 Standing Behind Their Work Their Work Please check this box if you will also use an online rating service, Thank you! Excellent To be a service of the following: Excellent To be a service of the following: Excellent Their Work Please check this box if you will also use an online rating service, Thank you!								
-	Comments: The repairman could not remove our tap handle as the inset screw was stripped, So we have ordered a new set using his recommendation! 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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3.	To what extent d Fell Far Below Your Expectations	id this repair se	rvice meet you	r expectation	ons? 6	□ 8 □	9 🗐 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plumb	ing compare		eal? 9 ③ 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the ne	ext time you	need plumbi	ng service?	
	Definitely Will Not Use Next Time	□ 1 □ 2	□3 □4	<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 Plumbir	ng Services	to a friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	□ 6 □ 7	□ 8 □	9	Definitely Will Recommend
7.	Please rate the t	elephone repres Very Poor	entative on the	e following:			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	llent							
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	led							
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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?								
	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								
	Evaluation of Panair	1 1							
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	QUESTIONS ABOUT WNY PLUMBING CO.	Sileu							
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 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.	O. EVICE/							



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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 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 <u>service technician</u> on the following: Very Poor Excellent							
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	Explanation of Repair							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
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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: Lant per Pat did a great job 1							
	If you would like us to call you, please fill in your telephone number: ()							
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Knowledgeable

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1.	Where have you Newspape Google Other		Fr	riend	VNY Plu Before		Billboa			Y)		
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3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠10	Far Exceeded Your Expectations
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8. Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent er I called
Same day I called	er I called
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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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QUESTIONS ABOUT THE REPAIR ITSELF	
13. Please rate the <u>service technician</u> on the following:	
Professionalism Very Poor Excellent Professionalism 1	
Knowledgeable	B
Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
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16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	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	
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	

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1.	Where have you Newspape Google Other		eard about V] Friend] Used us			Billbo			Y)		
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1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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-	Comments:								
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Very Poor

Overall

Courteous

Knowledgeable



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Excellent

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3.	To what extent d	id this repair	service me	eet your	expect	ations?					
	Fell Far Below Your Expectations	□1 □2	2	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	X 10	Far Exceeded Your Expectations
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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
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13.	Please rate the <u>service technician</u> on the following:								
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	Knowledgeable								
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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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(Comments: QUESTIONS # 10-12 LEFT BLANK AS ANSWER BASED ON CIRCUMSTANCE. QUESTION # 17 - WOULD PROBABLY ANSWER WITH A "10" EACH TIME.								
'	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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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL				2	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	_1	_2	3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	<u> </u>	Extremely Satisfied
3.	To what extent d	lid this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	5	□ 6	7	8	4 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
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5.	How likely or unl	likely 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	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	½ 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
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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						
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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 Their Work Please check this box if you will also use an online rating service, Thank you! Excellent Fixedlent Fixe						
	Comments: Appreciate the responsitioners of same day service.						
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1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Plo riend sed us Befor	Bill	" ALL THA board go on Tru		Y)		
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3.	To what extent d Fell Far Below Your Expectations	id this repair se	rvice meet you	r expectation	ns? 6	8	<u> </u>	2 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plumbir	g compar	e with yo	our idea	l? ऑ10	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are you to	use WNY Plum	bing the nex	t time you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbin	g Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	☐ 3 ☐ 4	<u> </u>	6 7	8	9	10	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor Excellent								
	Overall	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	<u> </u>	X 10	
	Courteous	□1 □2	□3 □4	<u></u>	6 🔲 7	8	<u> </u>	X 10	
	Knowledgeable	□1 □2	☐ 3 ☐ 4	□5 □	6 🔲 7	8	9	1 0	(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. 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:						
	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)						
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a.	a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.							
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 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.							