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4425 Walden Avenue Lancaster, NY 14086

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

1.	wnere nave you	seen or n	ieard about v	VINY PIUI	noing?	("X" A	LL IHA	I APPL	r)		
	Newspaper		Friend			Billboa	ard				
	Google		Used us	Before		Logo d	n Truc	k			
	Other	<u>~</u>			لـــا	9					
	Other			VE -	01/11						
					OVER	ALL	1				
2.	Considering every with our most rec			call to th	ie comp	oletion o	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	<u></u> 4	5	<u></u> 6	7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent did	d this repa	air service m	eet your	expecta	ations?					
	Fell Far Below Your Expectations	□ 1 □	2 3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal ı	repair ser	vice. How w	ell did W	NY Plur	nbina c	ompare	with vo	ur idea	?	
	Very Far From Your Ideal	1	2 3	<u></u> 4	<u></u> 5	□6	7	8	_	⊠10	Matches Your Ideal
5.	How likely or unlik	kely are y	ou to use WN	IY Plumb	ing the	next tir	ne you i	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	<u></u> 4	5	□ 6	□ 7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unlik	kely are y	ou to recomr	nend WN	Y Plum	bing Se	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	2 3	<u></u> 4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Recommend
7.	Please rate the te	lephone r	enresentativ	e on the t	followin	na:					
		Very Poor				.9.				Excellent	
	Overall	_1 _	2 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 10	
	Courteous	<u> </u>	2 3	4	<u></u> 5	<u></u> 6	7	8	9	☑10	
	Knowledgeable	1	2 3	4	5	6	7	8	<u> </u>	∑ 10	(OVER)
											- , ,

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. X. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF	w					
13.	Please rate the <u>service technician</u> on the following:						
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)						
1 4b.	Ab. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent						
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 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:						
12							
- 1	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						

(OVER)





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dedi		quality	service	-		_						our home. We are e take a minute to
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
					THE P	OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom yol Imbing I	ır initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	Пз	4	<u></u> 5	<u></u> 6	7	8	9	⊠ 10	Extremely Satisfied
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	<u></u> 5	<u>6</u>	7	8	9	10 10 10 10 10 10 10 10 10 10 10 10 10 1	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	□ 1	2	3	4	<u></u> 5	□ 6	7	8	9	1 10	Matches Your ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	_2	Пз	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomi	mend W	NY Plum	bing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephone Very Po	7:	sentativ	e on the	followin	ng:				Excellent	
	Overall	<u> </u>	2	<u></u> 3	4	5	□ 6	7	8	9	1 10	
	Courteous			7	\square_{A}	\Box_5	Пв	\square_7		Па	X10	

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
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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:
	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.	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
	Very familier with the desvice repairman (M'KE). It is main, reason of maintain the company as my 15 choice. He's 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

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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
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	QUESTIONS ABOUT THE REPAIR ITSELF
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	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 0.16) 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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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable 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
in za	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





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1.	Where have you Newspape Google Other		rd about Friend Used us			Billbo			Y)		
					OVE	RALL					
2.	Considering ever with our most red			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> 4	<u></u> 5	<u> </u>	7	8	<u> </u>	₩10	Extremely Satisfied
3.	To what extent di	id this repair	service m	neet vou	r expect	tations?					
.	Fell Far Below Your Expectations		2 3	4	<u></u> 5	<u>□</u> 6	7	8	9	<u>//</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	renair servic	e How w	rell did V	VNIV Plu	mhina d	nmnare	with vo	nur idea	12	
ч,	Very Far From Your Ideal		2 3	4	<u></u> 5	□6	7	8	9	<u>></u> 10	Matches Your Ideal
5.	How likely or unli	ikely are you	to use W	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2 3	4	5	□ 6	7	8	9	2 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you	to recom	mend W	NY Plun	nbing S	ervices [.]	to a frie	nd?		
	Definitely Will Not Recommend	_1	2	<u></u> 4	<u></u> 5	□ 6	7	8	<u></u> 9	<u>/</u> 10	Definitely Will Recommend
7.	Please rate the te	elephone rep Very Poor	<u>resentativ</u>	<u>e</u> on the	followi	ng:				Excellent	
	Overall	1 12	2	4	4 5	П 6	7	8	П 9	10	
	Courteous		2	4	<u></u> 5	<u>6</u>	7	8	9	<u>10</u>	
	Knowledgeable	12	2 3	4	½ 5	<u></u> 6	7	<u> </u>	9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING						
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13.	Please rate the service technician on the following:						
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ₽10 Knowledgeable 1 2 3 4 5 6 7 8 9 ₽10						
		Did Not					
	Explanation of Repair	Explain 🔲					
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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.							
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Die i	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 710 8 9 710						
	Comments:						
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provice	led.					



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Knowledgeable

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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							
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13.	Please rate the service technician on the following:							
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 √8 9 10							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a. 14b. 15a.	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
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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!							
2	Comments: 3 JOBS COMPLETED ON VISIT ONE ITEM FAILED RIGHT AFTER RETURN VISIT NEEDED A TEN DAYS ATTER ALSO PRICE OF KOHTER SHOWER 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 Ex	cellent					
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Knowledgeable	Did Not —					
	Explain					
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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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	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!						
	Pat was our technique and he was awesome! Fixed our clugged pipe at an afordable Price! 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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Knowledgeable

dedi		quality service						ur home. We are a take a minute to
1.	Where have you Newspape Google Other	er 🗵 Fı	about WNY Pluriend sed us Before	Bi	X" ALL THA Ilboard go on Truc			
				OVERA	LL			
2.	Considering ever with our most re			the comple	tion of the re	epair, how	satisfied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	9 10	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	r expectation	ons?			
	Fell Far Below Your Expectations	<u> </u>	<u>3</u> 4	<u></u>	□ 6 □ 7	8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.		VNY Plumb	ing compare	with your	ideal?	
	Very Far From Your Ideal	<u> </u>	<u>3</u> <u>4</u>	<u></u> 5	□ 6 □ 7	8	9 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the ne	ext time you	need plum	nbing 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	likely are you to	recommend W	NY Plumbir	ng Services	to a friend	?	
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	<u></u> 5	6 🔲 7	8]9 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	following:			Excellent	
	Overall	□1 □2	□3 □4	<u></u>] 6 □ 7	□8 [9 210	
	Courteous	$\Box_1 \Box_2$	\square_3 \square_4]6 ∏ ₇	ПаГ	79 Drin	

□1 □2 □3 □4 □5 □6 □7 □8 □9

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	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	r I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	2
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment?	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:	
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	
		Did Not
	Explanation of Repair	Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.





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Knowledgeable

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1.	Where have you Newspape Google Other		Fr	iend	VNY Plu Before		Billboa			Y)		
						OVEF	RALL	The s				
2.	Considering ever with our most red	ything fr cent plur	om you nbing r	r initial epair?	call to t	he com	pletion (of the re	pair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	3	4	<u></u> 5	<u></u> 6	_7	V 8	<u>9</u>	<u> </u>	Extremely Satisfied
3.	To what extent di	id this re	pair ser	vice m	eet your	expect	ations?					
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	Very Far From Your Ideal	1	_2	3	<u>4</u>	5	<u>6</u>	7	1/8	<u> </u>	<u> </u>	Matches Your Ideal
5.	How likely or unli	ikely are	you to	use WN	IY Pluml	bing the	next tii	me you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	1	<u> </u>	_3	<u></u> 4	<u></u> 5	□ 6	7	8	<u>49</u>	<u></u> 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomn	nend Wl	NY Plum	ibing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	2	<u></u> 3	<u>4</u>	5	<u>6</u>	7	8	<u> </u>	10	Definitely Will Recommend
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	QUESTIONS ABOUT SCHEDULING						
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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						
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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						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 410 Explain						
14a.	4a. 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.	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 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? No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!						
	Comments:						
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	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						

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1.	Where have you Newspape Google Other	er 🔲 Fr	about WNY Pluriend sed us Before	Billb	' ALL THA ooard o on Truc	R.	n uilder	-	
				OVERAL					
2.	Considering ever with our most re-			the completion	n of the r	epair, ho	w satisfied o	r dissatisfied wer	e you
	Extremely Dissatisfied	□1 □2	3 4	□ 5 □	6 🔲 7	□8	□9 □ 1	10 Extremely Satisfied	
3.	To what extent d	id this repair se	rvice meet you	r expectation	s?				
	Fell Far Below Your Expectations	□1 □2	☐ 3 ☐ 4	□5 □	6 🔲 7	8	□ 9 □ 1	10 Far Exceede Your Expecta	
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbin	g compare	e with yo	ur ideal?	,	
	Very Far From Your Ideal	<u> </u>	3 4	□ 5 □	6 7	8	□ 9 □ 1	10 Matches Your Ideal	
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next	time you	need plu	umbing servi	ice?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u> </u>	6 🔲 7	8	9 🕅	Definitely W Use Next Ti	
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 Poor 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	l 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:	
	Professionalism Very Poor Excellent Professionalism 1	·
	Knowledgeable	Did Not -
	Explanation of Repair	Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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	
	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 If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
15b.	if a part flad to be of defed, and we keep you informed about states.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
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1	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	ed.



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Knowledgeable

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3.	To what extent d	id this repa	ir service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	□1	2	4	<u></u> 5	□ 6	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	rice. How w	ell did W	NY Plur	mbing c	ompare	with yo	ur idea	l?	
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	Definitely Will Not Use Next Time	_1 _	2	<u></u> 4	<u></u> 5	□ 6	□ 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	ou to recomi	mend WN	IY Plum	ibing Se	ervices 1	to a frier	nd?		
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	e Y	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
1	0.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
1	1.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
1	2.	Were you contacted by phone to confirm the appointment? Yes No
		QUESTIONS ABOUT THE REPAIR ITSELF
1	3.	Please rate the service technician on the following: Very Poor Excellent
		Professionalism Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10
		Knowledgeable
		Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain Explain
1	4a.	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
1	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
	5b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
1	6.	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.
1	7.	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!
	V	Comments: Cry Courteous and helpful repairman. 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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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	Typ
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	
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	
25	Thank you, S& Much!	
	If you would like us to call you, please fill in your telephone number: ()	





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dedic	vould like to thank you for giving WNY Plumbing the opportunity to service the plumbing in you cated to providing quality service. In order to help us improve our quality of service to you, pleas wer this important survey.	
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or diss with our most recent plumbing repair?	atisfied were you
	Extremely	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?	
	Fell Far Below Your Expectations 1 2 3 4 5 6 7 8 9 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?	
	Very Far From Your Ideal 1 2 3 4 5 6 7 8 9 ✓ 10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor Excellent	
	Overall	

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	ellent
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	lled
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Professionalism Very Poor 1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	
	Funiamation of Donois i.d.	l Not
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.		
16.	Dissatisfied L1 L2 L3 L4 L5 L6 L7 L8 L9 X10 Sat	tremely tisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{cccccccccccccccccccccccccccccccccccc	
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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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1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pl riend sed us Befor	Bi	illboard ogo on Truc		-	
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2.	Considering ever with our most re			the comple	etion of the re	epair, how	satisfied or dissa	atisfied were you
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3.	To what extent d	lid this repair se	ervice meet you	ır expectati	ons?			
	Fell Far Below Your Expectations	□1 □2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	□8 [□9 风10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumb	oing compare	with you	r ideal?	
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5.	How likely or un	likely are you to	use WNY Plum	bing the n	ext time you	need plun	nbing service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>3</u> 4	□ 5 [□ 6 □ 7	<u>8</u>	9 10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	/NY Plumbi	ng Services	to a friend	? /	
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7.	Please rate the t	elephone repre	sentative on th	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 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	r I called
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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:	
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		Did Not
	Explanation of Repair	Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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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	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.	outionou
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness	
	Comments:	
1		
	If you would like us to call you, please fill in your telephone number: ()	d a d
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.



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dedic	e would like to thank you for giving WNY Plumbing the opedicated to providing quality service. In order to help us impose this important survey.		
1.	Newspaper Friend E	("X" ALL THAT APPLY) Billboard Logo on Truck	
	OVER	ALL	
2.	Considering everything from your initial call to the comp with our most recent plumbing repair?	letion of the repair, how satisf	ied or dissatisfied were you
	Extremely	□6 □7 □8 □9	10 Extremely Satisfied
3.	To what extent did this repair service meet your expecta	tions?	
	Fell Far Below Your Expectations 1 2 3 4 5	□6 □7 □8 □9	10 Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plum	bing compare with your ideal	?
	Very Far From 1 2 3 4 5	□6 □7 □8 □9	10 Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the	next time you need plumbing	service?
	Definitely Will Not Use Next Time 1 2 3 4 5	□6 □7 □8 □9	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Pluml	oing Services to a friend?	
	Definitely Will Not	□6 □7 □8 □9 Î	10 Definitely Will Recommend
7.	Please rate the telephone representative on the following	g:	
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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	cellent							
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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:								
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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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	. If a part had to be ordered, did we keep you informed about status?								
16.		Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided	d							



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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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	Please check this box if you will also use an online rating service, Thank you!									
5	Excellent pervice from start to finish! It's a pleasure to work with a company that actually does what they are supposed to do!									
	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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13.	Please rate the service technician on the following:								
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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 Other								
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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
23	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
14	a. Did we complete the repair on our first trip to your home?
14	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	
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Von Pear
	Trustworthiness Standing Behind Their Work Their Work
	Comments: THE LEAKY FAUGET IN OUR HALF BATH IS 67 YEARS OLD, IT WAS
	DETERMINED IT BEST TO REPLACE THE SINK DUE TO PARTS NOT AVAILABLE
	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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Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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** 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 3 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 <u>telephone representative</u> on the following: **Excellent** Very Poor Overall

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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								
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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 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								
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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								
1 8	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 Newspape Google Other		FI N	riend sed us	Before		Billboa			Y)		
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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	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal		2	3	4	<u></u> 5	6	□ 7	8	<u> </u>	10	Matches Your Ideal
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6.	How likely or unl	likely ar	e you to	recomi	mend W	NY Plun	nbing Se	ervices	to a frie	nd?		
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12.	Were you contacted by phone to confirm the appointment? Yes No										
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	Knowledgeable										
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14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
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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										
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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!										
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	Service people very knowledgeable and										
	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	lid this repair se	rvice meet you	r expectations?	7	8	□ 9 □ 10	Far Exceeded Your Expectations
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5.	How likely or unl	likely are you to	use WNY Plum	bing the next ti	ime you i	need plu	umbing service?	
	Definitely Will Not Use Next Time	□1 □2	□ 3 □ 4	□ 5 □ 6	7	<u> </u>	□ 9 □ 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices t	o a frier	nd?	
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7.	Please rate the to	elephone repres	sentative on the	following:			Excellent	
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	Courteous	□1 □2	□3 □4	<u></u>	7	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										
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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:										
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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?										
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										
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: PERFECT: SERVICE WAS GREAT-ALWAYS 15. YOU INSTAULD A NEW SINK FOR MS @ 36 WAINWRIGHT										
	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.										

THANKS HENRY & ELIZABETH NIX



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	Extremely Dissatisfied	1	2	3	4	5	<u>6</u>	7	8	9	□ 10	Extremely Satisfied
3.	To what extent of	lid this r	epair se	ervice m	eet you	r expect	ations?				,	
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u>6</u>	_7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an idea	l repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	X10	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	Пз	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	<u>2</u>	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Recommend
7.	Please rate the t	telephon	e repre	sentativ	e on the	followi	ng:					
		Very Po					J				Excellent	
	Overall	1	2	3	4	□ 5	□6	7	8	9	X 10	
	Courteous		\Box_{α}								V110	

	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 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 \(\sumsymbol{\text{No}}\)	
	QUESTIONS ABOUT THE REPAIR ITSELF	M
13.	Please rate the service technician on the following: Very Poor Excellent	
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10	
	Did Not	
	Explanation of Repair	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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.		
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 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: Usey painte, proffessional + prompt	
	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.	



Definitely Will

Recommend

(OVER)



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dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Used us Before Google Logo on Truck ompony did 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? $\square 8 \square 9 \square 10$ Extremely 6 Extremely 15 4 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 5 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**

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

7. Please rate the telephone representative on the following:

6.

Definitely Will Not

Recommend

Very Poor Excellent Overall Courteous Knowledgeable

How likely or unlikely are you to recommend WNY Plumbing Services to a friend?

	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 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 \(\bigcap\) No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10
	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)
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.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness In the image of the image o
	Comments: Way easy and not a regain — descate 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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Courteous

Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Longer than three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes \(\bigcap\) No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain									
14a.	The continues									
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									
	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 210 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
-	Comments: The plumber, Tryler, was wonderful!									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									







4425 Walden Avenue Lancaster, NY 14086

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

1.	Where have you Newspape Google Other		eard about \ Friend Used us			Billboa			Y)	-	
				T I I I	OVE	RALL				Ys- English	
2.	Considering ever with our most re			call to t	he 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> 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repai	ir service m]2	eet you	r expect	ations?	7	□ 8	<u></u> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair serv	ice. How w	rell did V	VNY Plui	mbing o	ompare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unl	ikely are yo	u to use Wi	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	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recom	mend W	NY Plun	nbing Se	ervices 1	to a frie	nd?	,	
	Definitely Will Not Recommend	□1 □]2	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	presentativ	e on the	followi	ng:				Excellent	
	Overall	□ 1 □	2 🔲 3	□ 4	<u></u> 5	□ 6	7	□ 8	□ 9	⊠ 10	
	Courteous	1	2	4	5	6	□ 7	8	□ 9	1 0	
	Knowledgeable		2 3	4	5	6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1									
9.	What day was your service scheduled for? *X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <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.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness 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!									
58	Comments: Excellent work will call it 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.									

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Knowledgeable

dedic	vould like to than cated to providing ver this important	quality s	r giving service.	WNY F In orde	Plumbin er to he	g the o	pportun prove o	ity to so ur quali	ervice t ty of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Frie	end	/NY Plu Before		Billboa			Y)		
						OVER	RALL			AT Just		
2.	Considering ever with our most red				call to t	he comp	oletion (of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	☑10	Extremely Satisfied
3.	To what extent di	id this re	pair serv	ice me	et your	expecta	ations?					
	Fell Far Below Your Expectations	1	_2	3	4	<u></u> 5	<u>6</u>	7	8	9	> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice. F	łow we	ell did W	/NY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	3	<u> </u>	5	□ 6	7	8	9	× 10	Matches Your Ideal
5.	How likely or unli	ikely are	you to u	ise WN	Y Pluml	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	3	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	× 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to r	ecomm	nend WI	NY Plum	bing Se	ervices t	o a frie	nd?		
	Definitely Will Not Recommend	□ 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	<u>8</u>	<u></u> 9	X 10	Definitely Will Recommend
7.	Please rate the to	elephone	represe	ntative	on the	followin	ng:					
	_	Very Poo									Excellent	
	Overall		2 [3	4	<u></u> 5	□ 6	<u> </u>	8	9	× 10	
	Courteous	□1 [<u></u>	3	4	5	□ 6	7	8	<u> </u>	× 10	

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	cellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called Longer than three days after I called	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?							
123	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Very Poor Excellent Professionalism 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ▼ 10							
	Knowledgeable							
	Evolution of Panair 1 14 1 10 1 10 1 14 1 15 1 15 1 17 1 10 1 10 1 14 1	id Not xplain						
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							
	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.		xtremely atisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	ži.						
	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	l.						



RECEIVEL

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Knowledgeable

dedi	would like to than cated to providing ver this important	quality se									
1.	Where have you Newspape Google Other		Friend	WNY Plu s Before		("X" A Billboa Logo (ırd		Y)		
					OVEF	RALL		Tere			
2.	Considering ever with our most re				he comp	pletion o	of the re	pair, ho	w satisfie	d or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2 3	<u>4</u>	<u></u> 5	□ 6	□ 7	8	□9 [1 10	Extremely Satisfied
3.	To what extent d	lid this rep	air service ı	neet your	expect	ations?	Aft	er 4	repai	rs	
	Fell Far Below Your Expectations	1	23		<u></u> 5	<u>6</u>	7	8	<u>9</u>	₫10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair sei	rvice. How	well did W	/NY Plui	nbing c	ompare	with yo	our ideal?	AJ'H	er Grepair
	Very Far From Your Ideal	□1 [2 3	4	<u></u> 5	□ 6	7	8	□ 9	10	Matches Your Ideal
5.	How likely or unl	likely are y	ou to use W	NY Plumb	oing the	next tir	ne you	need plu	u <mark>mbing</mark> se	rvice?	
	Definitely Will Not Use Next Time	□ 1 [<u></u>	<u></u> 4	<u></u> 5	□ 6	□ 7	8	□9 ₹	10	Definitely Will Use Next Time
6.	How likely or unl	likely are y	ou to recon	nmend Wi	VY Plum	ibing Se	rvices	to a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	<u></u>	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u>9</u>	10	Definitely Will Recommend
7.	Please rate the t	elephone Very Poo		ve on the	followin	ng:			E	cellent	
	Overall	1 [2 3	4	□ 5	□ 6	□ 7	□8	□ 9 È	10	
	Courteous			\Box_{A}		Пе	7	Па		10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? \(\sumsymbol{\substack} \text{ Yes } \sumsymbol{\substack} \text{ No } \(\substack} \)
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain
14a.	No (ONTINUE)
14a.	
I I D	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?
1 <i>E</i> b	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
15b.	How satisfied or dissatisfied were you with the time needed to complete the repair? This isn't a fair question
16.	Extremely
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor Excellent + tting'Sa
	Trustworthiness
	Their Work
	Please check this box if you will also use an online rating service, Thank you!
	Comments: Mike and The are are great technicians, the work only failed
	due to poor pipes /fittings, I don't feel it was their craftsman
	If you would like us to call you, please fill in your telephone number: THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provided.





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dedic	vould like to thank you for giving WNY Plumbing the opportunity to service the plumbing in you cated to providing quality service. In order to help us improve our quality of service to you, pleas wer this important survey.	our home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or diss with our most recent plumbing repair?	atisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?	
	Fell Far Below Your Expectations 1 2 3 4 5 6 7 8 9 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?	
	Very Far From Your Ideal 1 2 3 4 5 6 7 8 9 10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not	Definitely Will Recommend
7.	Please rate the telephone representative on the following:	
	Very Poor Excellent	
	Overall	

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

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	xcellent						
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							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Very Poor Excellent							
	Professionalism 1 2 3 4 5 6 7 8 9 X10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
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.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.								
16.		Extremely						
48	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied						
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:							
1		772						
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ed.						







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Knowledgeable

dedic		quality service								ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY P riend Jsed us Befor		("X" AL Billboar Logo o	rd		()		
				OVEF	RALL					
2.	Considering ever with our most red	ything from yo cent plumbing	ur initial call to repair?	the comp	oletion o	f the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	5	<u></u> 6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet yo	ur expect	ations?					
	Fell Far Below Your Expectations	_1 _2	<u>3</u> 4	5	<u></u> 6	7	8	<u> </u>	☑10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plui	nbing co	mpare	with yo	ur idea	1?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	5	□ 6	7	8	9	≥10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	nbing the	next tim	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	☐1 ☐2	<u>3</u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend V	VNY Plum	nbing Ser	rvices t	to a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u> 5	□ 6	□ 7	8	9	Y 10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on th	e followir	ng:				Excellent	
	Overall	$\prod_{1} \prod_{2}$	□3 □4	5	6	7	8	9	¥10	
	Courteous					7			1 0	

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□8 □9 □10

(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	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	l called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment?	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10	,
	Knowledgeable	Did Not
	Explanation of Repair	Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b. 15a.	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 a part was ordered by me from Karley 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 7-art still on order If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
15b. 16.	How satisfied or dissatisfied were you with the time needed to complete the repair?	
	Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: 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: Thanks If you would like us to call you, please fill in your telephone number: ()	
'	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	ed.





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Knowledgeable

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1.	Where have you Newspape Google Other		F	riend	WNY Plu		Billboa			Y)		
			4			OVE	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?	٠				:
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	nbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	Пз	4	<u></u> 5	□ 6	7	8	9	⊠ 10	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	Пз	<u></u> 4	<u></u> 5	□ 6	7	□ 8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elenhon	e renres	sentativ	e on the	followi	Ju.					
	110000 1000 1110 1	Very Po		Jonathy	<u> </u>	101104411	·3·				Excellent	
	Overall	<u> </u>	_2	□3	4	□ 5	<u></u> 6	7	8	9	∑10	
	Courteous				\square_{4}		Пе	7	П。		X 10	

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	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent	
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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	ij,
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.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	



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Knowledgeable

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1.	Where have you Newspape Google Other		Fri	end	/NY Plui Before		Billboa			()		,
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2.	Considering ever with our most re	rything fro cent plum	m your bing re	initial pair?	call to th	ne comp	oletion o	of the re	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	☑ 10	Extremely Satisfied
3.	To what extent d	lid this rep	oair ser	vice me	eet your	expect	ations?					
	Fell Far Below Your Expectations	1 [2	3	4	5	□ 6	7	8	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. I	How we	ell did W	NY Plur	nbing c	ompare	with yo	ur idea	 ? -	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	1 0	Matches Your Ideal
5.	How likely or unl	likely are	you to ι	ise WN	Y Plumb	ing the	next tir	ne you	need plo	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	4	<u>5</u>	<u></u> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to r	ecomn	nend Wi	NY Plum	bing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	<u>_</u> 1 [2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephone	represe	entative	on the	followir	na:					
		Very Poo			*		-5				Excellent	
	Overall	1]2 [3	4	5	<u> </u>	7	8	9	10	
	Courteous			\neg			\Box_{α}				V 40	



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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 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? Fell Far Below Far Exceeded 2 4 5 Your Expectations Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time**

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

7.

6.

Definitely Will Not

Recommend

Please rate the <u>telephone representative</u> on the following:										
	Very P	oor								Excellent
Overall	1	2	3	4	5	<u>6</u>	7	8	9	10
Courteous	1	2	3	4	5	□ 6	7	8	9	10
Knowledgeable		\prod_{2}	П з	1 4	5	□ 6	7	□ 8	П9	10

How likely or unlikely are you to recommend WNY Plumbing Services to a friend?

(OVER)

Definitely Will

Recommend

	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?
	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.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10
_	Please check this box if you will also use an online rating service, Thank you!
	Comments: my neighbor responsed me patrick was
	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.