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dedi	would like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ig the o lp us im	pportur prove o	nity to s our qual	ervice t ity of se	he plur rvice to	nbing in yo you, pleas	ur home. We ar e take a minute t
1.	Where have you Newspape Google Other		Fi	riend	NNY Plu Before		Billboa			Y) .	·	
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u></u> 1	_2	3	4	5	□6	7	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	rvice m	eet you	expect	ations?	<u> </u>	8	<u></u> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w		VNY Plui	mbing o	ompare	with yo		l? 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time		<u>2</u>	3	<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 ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1	_2	3	4	<u></u> 5	□ 6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	<u></u> 2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9	10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u> </u>	7	8	9	10	
	Knowledgeable	<u> </u>	2	3	4	<u></u> 5	□ 6	7	□ 8	9	10	(OVER)

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



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						OVE	RALL					
2.	Considering ever with our most red	ything t cent plu	from you umbing i	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	3	4	<u></u> 5	<u>6</u>	□ 7	8	□9 _∠	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	d this r	epair se	rvice m	eet you	r expect	ations?	7	8	<u></u> 9_	210	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	ompare	with you	our ideal	?	Matches Your Ideal
5.	How likely or unlined Definitely Will Not Use Next Time	ikely ar	e you to	use WN	IY Plum	bing the	e next tii	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomi	mend W	NY Plun	nbing Se	ervices	to a frie	nd?	ے	MORAL YELL
	Definitely Will Not Recommend	<u> </u>	2	3	4	5	<u> </u>	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephor Very P	•	sentativ	e on the	followi	ng:				Excellent	Idid
	Overall	<u></u> 1	2	3	4	<u></u> 5	<u></u> 6	7	8	□9 _€	10	
	Courteous	<u> </u>	2	3	4	5	<u></u> 6	7	8	<u></u> 9	10	
	Knowledgeable	□ 1	□2	3	4	<u></u> 5	□ 6	7	□8	□9 a	10	(OVFR)

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	Trustworthiness Trustworthiness 1 2 3 4 5 6 7 8 9 00 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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WAYPLUMBING

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4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Billboard Friend 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 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 Please rate the telephone representative on the following: 7. 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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	Very Poor Excellent Trustworthiness 1 2 3 4 5 6 7 8 9 10										
	Standing Behind Their Work 1										
	Please check this box if you will also use an online rating service, Thank you!										
	COMMENTS: VERY HAPPY WITH INSTALLATION										
	Konsulad like us to cell your places fill in your telephone number: (
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										



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				OVER	ALL					
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?									
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3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	ır expectat	tions?		8 9	1 0	Far Exceeded Your Expectations	
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plum	bing con	npare with	your idea	l? ⊠10	Matches Your Ideal	
5.	How likely or unl	ikely are you to	use WNY Plun	nbing the r	next time	you need	plumbing	service?		
	Definitely Will Not Use Next Time	<u>1</u> 1 <u>2</u> 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 V	/NY Plumb	ing Serv	rices to a f	riend?			
	Definitely Will Not Recommend	1 2	<u>3</u> 4	<u></u> 5	6	7	8 🔲 9	10	Definitely Will Recommend	
7.	Please rate the to	elephone repre	sentative on th	e followinç	g:			Excellent		
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	Courteous	□1 □2	□3 □4	<u></u>	_ 6]7 []	8 🔲 9	X 10		
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	Extremely Dissatisfied	<u>_</u> 1 <u>_</u>	2 3	4	<u></u> 5	□ 6	□ 7	8	<u></u> 9	1 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repa	air service mo	eet your	expecta	tions?	7	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	□ 1 □	2 3	<u></u> 4	<u></u> 5	□ 6	□ 7	□8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	ou to recomn	nend Wi	NY Plumb	bing Se	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	□ 1 □	2 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Recommend
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	Overall	_1 <u></u>	2	4	<u></u> 5 [<u> </u> 6	7	8	<u> </u>	10	
	Courteous	□1 □	2 🔲 3	<u></u> 4	<u></u> 5 [<u> </u>	□ 7	8	9 -	10	
	Knowledgeable	□1 □	<u>]</u> 2	4	□ 5 [□ 6	7	8	□ 9	10	(OVFR)

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	Trustworthiness In the image of the image o											
	Comments:	o e e e e e e e e e e e e e e e e e e e										
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	Knowledgeable	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	9	10	(OVER)

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	Excellent from Stayt & Frysh fo gratefu to WNX Pumbing for the prime to Romer &	2								
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	Warrardy or parts - (1)									



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Knowledgeable

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	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	likely are	you to	recomr	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	<u> </u>	<u></u> 3	<u>4</u>	5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone Very Po		<u>entativ</u>	e on the	followi	ng:				Excellent	
	Overall		2	<u></u> 3	4	<u></u> 5	□ 6	7	8	<u> </u>	10	
	Courteous				\square_{A}	\Box_5	Пе	\square_7	Па	Πa	10	

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□3 □4 □5 [

	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 At my Request.
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
11	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent
	Professionalism
	Did Not
14a.	bid we complete the repair of our mot trip to your name.
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
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness In their Work Very Poor It is provided to the second of the second
	Your Repairman (STeve?) was Excellent, Very Knowledgeable + Willing to Educateus on the WATER Heat + maintenance.
	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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				OVE	RALL					
2.	Considering ever	rything from yo cent plumbing	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent of Fell Far Below Your Expectations	lid this repair se	ervice meet yo	our expec	tations?	7	8	9	10	Far Exceeded Your Expectations
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5.	How likely or un	likely are you to	use WNY Plu	mbing the	e next ti	me you	need pl	umbing	service?	
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13.	Please rate the service technician on the following: Very Poor Excellent									
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
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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	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: Definetly will use your company again. 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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Overall

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Friend Billboard Newspaper Logo on Truck Used us Before 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 Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 16 5 3 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Definitely Will Not** Recommend Recommend Please rate the telephone representative on the following: 7. Excellent Very Poor

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



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Knowledgeable

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4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? □10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
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7.	Please rate the t	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
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	Courteous	□ 1	2	□3	4	<u></u> 5	<u>6</u>	7	8	9	1 0	

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8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 210 Excellent									
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12.	Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
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	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
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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									
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	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments: Sked how guickly they came a did service for us, techo was VERY NICE Peason Knew 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

dedic	would 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 Friend Billboard Used us Before Logo on Truck Other	
	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	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
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12. Were you contacted by phone to confirm the appointment? Yes No
QUESTIONS ABOUT THE REPAIR ITSELF
13. Please rate the <u>service technician</u> on the following: Very Poor Excellent
Professionalism
Knowledgeable
Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
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15b. If a part had to be ordered, did we keep you informed about status?
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 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7
Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





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Knowledgeable

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1.	Where have you Newspape Google Other	· · · · ·	ard about V] Friend] Used us			Billboa		42	()	*	
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	Fell Far Below Your Expectations	1	2 🔲 3	<u> </u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ice. How w	ell did W	NY Plur	nbing c	ompare	with yo	our ideal	! ?	
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5.	How likely or unl	likely are yo	u to use WN	IY Plumb	ing the	next tir	ne you	need pli	umbing	service?	
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	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	r I called
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:	
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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 Other	
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
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17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness In the proof the proof to t	
	Comments:	4
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope prov	ided.



WAY PLUMBING

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Courteous

Knowledgeable

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3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
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7.	Please rate the t	elephor	ie repre	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 2 3 4 5 6 7 8 9 10	Excellent								
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
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	Knowledgeable	Did Not								
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable We are the first and the state of the state									
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.	Where have you Newspape Google Other	er 🔲 F	about WNY Plu riend Ised us Before	Billbo			Y)			
				OVERALL						
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	3 4	□ 5 □ 6	7	8	<u></u> 9	1 0	Extremely Satisfied	
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	r expectations?	7	□ 8	<u> </u>	1 10	Far Exceeded Your Expectations	
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plumbing	compare	with yo	our idea	l? ⁄ 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	1 0	Definitely Will Use Next Time	
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?									
	Definitely Will Not Recommend	□1 □2	□3 □4	□ 5 □ 6	7	8	<u></u> 9	10	Definitely Will Recommend	
7.	Please rate the <u>telephone representative</u> on the following: Very Poor							Excellent		
	Overall	□1 □2	□3 □4	□ 5 □ 6	7	8	<u> </u>	1 0		
	Courteous	<u> </u>	□3 □4	□ 5 □ 6	□ 7	□ 8	<u> </u>	1 0		
	Knowledgeable	□1 □2	□3 □4	□ 5 □ 6	□ 7	□ 8	<u> </u>	10	(OVER)	

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Voc (CVID TO 0.16) No (CONTINUE)							
14b.	Ab. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
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.	. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor 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: PAT MY Pluman was vory good. He explained Everything as he was working: ** ** ** ** ** ** ** ** ** ** ** ** **							