



(OVER)



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		quality servic						ur home. We are a take a minute to
1.	Where have you Newspape Google Other	er F	d about WNY Pli Friend Jsed us Befor	Billbo		,		
				OVERALL				
2.	Considering ever with our most re			the completion	of the repa	air, how satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	□5 □6	7	8 🔲 9	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet you	r expectations?	•			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	7	8 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did \	WNY Plumbing	compare w	vith your idea	! ?	
	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 t	o use WNY Plum	bing the next ti	me you ne	ed 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 unl	ikely are you t	o recommend W	/NY Plumbing S	ervices to	a friend?		
	Definitely Will Not Recommend	□1 □2	3 4	□ 5 □ 6	7	8 🔲 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre	esentative on the	e following:				
-		Very Poor	,				Excellent	
	Overall	<u> </u>	☐ 3 ☐ 4	□5 □6	□7	8 🗌 9	10	
	Courteous	<u> </u>	☐ 3 ☐ 4	□ 5 □ 6	□7 [8 🔲 9	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 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?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Very Poor Excellent Professionalism									
	Knowledgeable									
	Explanation of Repair									
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
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 I 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!									
	Comments:									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									





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dedic	vould like to than cated to providing ver this important	quality	or giving service.	g WNY In ord	Plumbir er to he	ig the o Ip us im	pportun prove o	nity to s our qual	ervice to ity of se	he plum rvice to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper											
				U.S.		OVER	RALL	100				
2.	Considering ever with our most re	ything fi cent plu	rom you mbing r	ır initial epair?	call to t	he com	oletion	of the re	pair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	□6	<u> </u>	8	⊠ 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	rexpect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u></u> 6	□ 7	8	⊠9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plur	nbing o	compare	with yo	ur ideal	?	
	Very Far From Your Ideal	1	2	3	<u> </u>	<u></u> 5	<u></u> 6	7	8	<u>\</u> 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	9	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	mend W	NY Plum	nbing Se	ervices t	to a frier	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	⊠ 9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone Very Po		<u>sentativ</u>	e on the	following	ng:				Excellent	
	Overall	<u> </u>	<u></u>	<u>3</u>	4	<u></u>	□ 6	7	⊠8	9	<u> </u>	
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	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 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	L
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Knowledgeable 1 2 3 4 5 6 7 8 9 10 Not 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
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent	
	Trustworthiness	
	Comments:	٦.
*	I called on a thurs, and did not hear back until I got a call from the plumber saying he was on the way. No appoint was	2
ľ	f you would like us to call you, please fill in your telephone number: () S cheduled with me. THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	C
	I did not take his call because I did not know the number.	







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1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Billboard Google Used us Before Logo on Truck Other									
				OVER	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?								you	
	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	□ 6 □ 7	8	□ 9 □ 5	Extremely Satisfied		
3.	To what extent d	id this repair s	ervice m <mark>eet yo</mark> u	r expecta	ations?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	□6 □7	8	□ 9 □	Far Exceeded Your Expectation	-	
4.	Imagine an ideal	repair service	How well did \	NNY Plun	nbing compa	re with ye	our ideal?			
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	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 yo	u need pl	umbing servi	ce?		
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6.	How likely or unl	ikely are you to	recommend W	NY Plum	bing Service	s to a frie	nd?			
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7.	Please rate the to	elephone repre	sentative on the	e followin	ıg:					
		Very Poor					Exce	ellent		
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	Courteous	□1 □2	☐ 3 ☐ 4	5	□ 6 □7	8	<u>9</u> 1	10 1		

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	Knowledgeable	Did Not —								
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1										
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1.	Where have you	seen o	r heard	about \	NNY Plu	ımbing?	? ("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	F	riend			Billbo	ard				
	Google		□ U	sed us	Before		Logo	on Truc	k			
	Other											
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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	<u>2</u>	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	8	eK	<u> </u>	Extremely Satisfied
3.	To what extent di	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	<u>2</u>	3	<u></u> 4	5	□ 6	□ 7	8	2 9	<u> </u>	Far Exceeded Your Expectations
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	Very Far From Your Ideal	□ 1	_2	3	<u></u> 4	5	<u></u> 6	□ 7	8	1 9	<u> </u>	Matches Your Ideal
5.	How likely or unli	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	<u>2</u>	Пз	4	<u></u> 5	□ 6	_7	8	<u> </u>	10	Definitely Will Use Next Time
3.	How likely or unli	ikely ar	e you to	recomr	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>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po	100	sentativ	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	□3	4	□ 5	□ 6	□ 7	□ 8	□ 9	□ 10	
	Courteous	□ 1	2	 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	9	10	
	Knowledgeable	<u> </u>	_2	3	<u> </u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	(OVER)

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1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re			the completion	of the repa	ir, how satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	☐3 ☐4	□ 5 □ 6	7	8 🔲 9	10	Extremely Satisfied
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7.	Please rate the t	elephone repres	sentative on the	e following:				
		Very Poor					Excellent	
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1.	Where have you Newspape Google Other		☐ Fr	riend	VNY Plu Before		Billboa			Y)		
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	Comments:								
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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before	Ď	Billboa			Y)		
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2.	Considering ever with our most re				call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfi <mark>ed we</mark> re you
	Extremely Dissatisfied	<u> </u>	2	3	<u>4</u>	<u></u> 5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	<u></u> 5	<u>6</u>	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	<u> </u>	2	3	4	5	□ 6	7	8	<u> </u>	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 pla	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_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 ar	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1	_2	3	4	<u></u> 5	□ 6	□ 7	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	□ 2	□3	4	<u></u> 5	□ 6	7	□8	<u> </u>	× 10	
	Courteous	1	2	3	<u></u> 4	5	<u>6</u>	7	8	9	10	
	Knowledgeable	_1	2	3	<u>4</u>	5	<u></u> 6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called										
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day										
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time										
12.	Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following: Very Poor Excellent										
	Professionalism										
	Knowledgeable12345678910										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain										
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!										
	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										

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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or	heard	about \	NNY Plu	umbing?	("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	☐ Fi	riend			Billbo	ard				
	Google		U	sed us	Before	е 🔲	Logo	on Truc	ck			
	Other											
						OVE	RALL					
2.	Considering every				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	10	Extremely Satisfied
3.	To what extent di	d this re	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	<u>1</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	ıl?	
	Very Far From Your Ideal	<u> </u>	2	3	<u></u> 4	5	<u>6</u>	7	8	9	10	Matches Your Ideal
5.	How likely or unli	kely are	you to	use W	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	Пз	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	kely are	you to	recomi	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	2	3	4	<u></u> 5	□ 6	_7	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□ 1	\square_2	\square_3	\prod_4	\square_5	6	7	□ 8	9	10	
	Courteous	<u></u> .									10	
			<u> </u>		∟J4 ┌──			□ ′				
	Knowledgeable	1	∐2	<u></u> 3	<u></u> 4	∐ 5	∐6	∐7	∐8	∐ 9	<u>1</u> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <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.	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
	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:
,	Fat was great - Not only did le segais the poblem (leak) he cleared up the fyzer industre
	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		quality service	•						ur 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 Google Used us Before Logo on Truck Other										
				OVERALI							
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	<u>3</u> 4	<u></u>	7	8	□9 _/	10	Extremely Satisfied		
3.	To what extent d	id this repair se	rvice meet you	r expectations	?			. /			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	7	8	□ 9 _⟨	10	Far Exceeded Your Expectations		
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur ideal	l? ,			
	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 Plum	bing the next	time you	need plu	umbing	service?			
	Definitely Will Not Use Next Time	□1 □2	3 4	<u></u>	7	8	<u> </u>	10	Definitely Will Use Next Time		
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services 1	to a frier	nd?	,			
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u>	7	□ 8	<u>9</u>	10	Definitely Will Recommend		
7.	Please rate the te	elephone repres	sentative on the	following:				Excellent			
	Overall	□1 □2	□3 □4	□ 5 □ 6	7	□ 8	9	⊠ 10			
	Courteous	 12	3 <u></u> 4	□5 □6	7	8	9	<u></u>			

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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called										
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12.	Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following: Very Poor Excellent										
	Professionalism										
	Knowledgeable										
	Explanation of Repair										
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
140.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind	×									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										

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Knowledgeable

dedi		quality service.						ur home. We are a take a minute to		
1.	Where have you Newspape Google Other	er Fr	about WNY Pluriend sed us Before	Billbo		,				
				OVERALL						
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	<u></u>	7	8	9 10	Extremely Satisfied		
3.	To what extent d	lid this repair se	rvice meet you	r expectations?	?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u>	□ 7	8	9 10	Far Exceeded Your Expectations		
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare v	with your	ideal?			
	Very Far From Your Ideal	□1 □2	3 4	□5 □6	7	8	9 10	Matches Your Ideal		
5.	How likely or unl	likely are you to	use WNY Plum	bing the next t	ime you n	eed pluml	oing service?			
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	7	8	9 210	Definitely Will Use Next Time		
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices to	a friend?	•			
	Definitely Will Not Recommend	_1 _2	□3 □4	<u></u>	□ 7	8]9 🛛 10	Definitely Will Recommend		
7.	Please rate the t	elephone repres	sentative on the	following:			Excellent			
	Overall	□1 □ 2	□3 □4	□ 5 □ 6	□7	8	9 🛮 10			
	Courteous	$\Box_1 \Box_2$		\Box_5 \Box_6			la 710			

	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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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 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
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 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: RICKY Wenver was great! Thanks so much, lygy lump lill If you would like us to call you, please fill in your telephone number: ()
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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dedi		quality service							our home. We are e take a minute to
1.	Where have you Newspape Google Other	erF	about WNY Pluriend sed us Before	Billb			Y)		
				OVERALI					
2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were y with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	5 🔲 7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations	?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u>	5 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u></u>	5	8	<u> </u>	X 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u>	5 🔲 7	8	9	<u>×</u> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5 □ 6	5 🔲 7	8	<u></u> 9	□ 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	following:				Excellent	
	Overall	□1 □2	□3 □4	□5 □6	7	<u> </u>	<u></u> 9	⊠ 10	
	Courteous	1 <u></u> 2	3 <u></u> 4	5 <u></u> 6	7	8	9	<u>/</u> 10	
	Knowledgeable	□1 □2	3 4	<u></u>	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 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 No Suft
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 70 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness
(= (= (= (= (= (= (= (= (= (=	Comments: 61577 CUSTOMEN SERVICE THINKS
	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

dedic		quality										ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Fr	iend	WNY Plu		Billboa			Y)		
						OVEF	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u></u> 6	_7	8	Ø 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u></u> 1	_2	3	4	<u></u> 5	□ 6	<u> </u>	X 8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plur	mbing d	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	□ 6	7	X 8	<u> </u>	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	IY Plum	bing the	next ti	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> </u>	X 10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomr	nend W	NY Plum	ibing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	□ 1	_2	<u></u> 3	<u> </u>	<u></u> 5	□ 6	_7	□ 8	Ø 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		<u>entativ</u>	e on the	followir	ng:				Excellent	
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	Courteous	1 14	1 10	1 2	1 1/1	1 15	1 16	1 17		LAIG	110	

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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										
9.3	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called										
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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? X Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following:										
	Professionalism										
	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.											
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Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called									
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12.	. Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following:									
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	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	la. 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.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments:									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									



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Knowledgeable

dedi		g quality										ur home. We are e take a minute to
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
						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	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	lid this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	□1	2	3	4	<u></u> 5	<u>6</u>	<u> </u>	8	<u> </u>	<u>></u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair s	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	!?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	⊠10	Matches Your Ideal
5.	How likely or un	likely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	Пз	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	≥10	Definitely Will Use Next Time
6.	How likely or un	likely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	_7	8	<u> </u>	≥ 10	Definitely Will Recommend
7.	Please rate the t	elephone	e repres	sentativ	e on the	following	ng:				DID	*
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	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
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12.	. Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following:									
	Professionalism 1 2 3 4 5 6 7 8 9 ≥ 10									
	Knowledgeable 1 2 3 4 5 6 7 8 9 ≥ 10 Did Not Did Not □									
	Explanation of Repair									
14a.	4a. Did we complete the repair on our first trip to your home?									
14b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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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 9 710 Extremely Satisfied									
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	Other											
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2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	X 10	Extremely Satisfied
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4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	ompare	with yo	our idea	1?	
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5.	How likely or un	likely ar	e you to	use W	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
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7.	Please rate the t	elephon	e repres	sentativ	e on the	followi	ng:					
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	Knowledgeable	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	X 10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
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12.	Were you contacted by phone to confirm the appointment? Yes \(\sum \) No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the 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.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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Г	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
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	Comments:								
	f you would like us to call you, please fill in your telephone number: ()								



Definitely Will

Definitely Will

Recommend

(OVER)

Use Next Time



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5.

Definitely Will Not

Use Next Time

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 **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

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

How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
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	Knowledgeable									
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	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments: Been using you for years. Now my daughter is using WM Plumbing. Hal Mike a few times the is fantastic!									
	If you would like us to call you, please fill in your telephone number: ()									





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1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
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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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5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	u <mark>mbing</mark>	service?	
	Definitely Will Not Use Next Time	□ 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	210	Definitely Will Use Next Time
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7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
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1.	Where have you Newspape Google Other		□ F	riend sed us			Billbo			Y)		
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2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfi <mark>ed we</mark> re you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	5	□ 6	□ 7	8	<u> </u>	□ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	<u>8</u>	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell 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 WM	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
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7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	<u></u> 3	<u></u> 4	□ 5	□ 6	7	<u> </u>	<u> </u>	10	
	Courteous	□ 1	2	☐ 3	4	□5	6	□ 7	8	9	⊠ 10	•
	Knowledgeable	1	2	3	4	5	<u>6</u>	7	8	9	10	(OVER)

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Knowledgeable

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1.	Where have you Newspape Google Other		Fr	iend	NNY Plu Before		Billboa Logo (Y)		
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3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?				. /	
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	nbing c	ompare	with yo	our idea	!?	
	Very Far From Your Ideal	1	2	3	4	5	□ 6	□ 7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	mė you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	7	8	9	□ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend W	NY Plum	bing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	4	<u></u> 5	□ 6	7	8	9	Ø10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		entative	on the	followin	ng:				Excellent	
	Overall		2	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	9	X 10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	□ 6	□ 7	8	9	1 10	

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