



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi	would like to thar cated to providing ver this important	quality service	ig WNY Plumbi e. In order to h	ng the oppelp us imp	portunity to rove our qu	service t ality of se	the plun ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pl riend sed us Befor	В	("X" ALL Th Billboard .ogo on Tru		Y)		
		War en		OVER	ALL				
2.	Considering ever with our most re	rything from yo ecent plumbing	ur initial call to repair?	the compl	etion of the	repair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 2	□3 □4	<u></u> 5 [□ 6 □ 7	8	9	10	Extremely Satisfied
3.	To what extent of Fell Far Below Your Expectations	lid this repair se	ervice meet you	ir expectat	tions? 67	8	9	<u> 10</u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plum	bing compa	re with yo	our idea	l?	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plun	nbing the r	next time yo	u need pl	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 un	likely are you to	recommend V	/NY Plumb	ing Service	s to a frie	nd?		
	Definitely Will Not Recommend	□1 , □2	<u>3</u> 4	<u></u> 5 [□ 6 □ 7	8	<u></u> 9	U10	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on th	e following] :			Excellent	
	Overall	☐1 ☐2	□3 □4	□ 5 [□ 6 □ 7	<u> </u>	<u></u> 9	10	
	Courteous	1 <u>2</u>	3 4	5	□ 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 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? depends on what needs to be fixed. 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	3
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 0.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered New Faulet needed 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.	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 40 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: Best service I have ever eystrunies-	
	f you would like us to call you, please fill in your telephone number: ()	



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DEC 0 4 2023 Extractor.

(OVER)

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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) Friend Billboard Newspaper 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 8 16 5 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 3 4 5 16 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** 6 Recommend Recommend Please rate the telephone representative on the following: 7. Excellent **Very Poor** Overall Courteous

	QUESTIONS ABOUT SCHEDULING	
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	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	
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	QUESTIONS ABOUT WNY PLUMBING CO.	odusiicu
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	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 6 7 8 9 10 10 10 10 10 10 10 10 10 10	
	Comments:	
34		
	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	
	Explanation of Repair	Did Not Explain
14a.		
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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
20 V	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 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	The plumber who was here was excellent	7
	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 provides	ed.



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Other OVERALL 2. Considering everything from your initial call to the completion of the repair, how satisfied or diswith our most recent plumbing repair? Extremely Dissatisfied	ard Total Control of the Control of
Considering everything from your initial call to the completion of the repair, how satisfied or diswith our most recent plumbing repair? Extremely Dissatisfied	n Truck
2. Considering everything from your initial call to the completion of the repair, how satisfied or diswith our most recent plumbing repair? Extremely Dissatisfied	
with our most recent plumbing repair? Extremely Dissatisfied	
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 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 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 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10 7. Please rate the telephone representative on the following: Very Poor Excellen	of the repair, how satisfied or dissatisfied were you
Fell Far Below Your Expectations 1	7 8 9 10 Extremely Satisfied
Very Far From Your Ideal	7 8 9 70 Far Exceeded Your Expectations
Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 0 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 9 7 0 7. Please rate the telephone representative on the following: Very Poor Excellent	
Ouse Next Time 1	ne you need plumbing service?
Definitely Will Not	7 8 9 10 Definitely Will Use Next Time
7. Please rate the telephone representative on the following: Very Poor Excellen	rvices to a friend?
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	Excellent
Overall12345678910	□7 □8 □9 ☒10
Courteous	□7 □8 □9 □10
Knowledgeable	□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 70	Excellent							
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	Knowledgeable	Did Not							
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1.	Where have you Newspape Google Other	erF	about WNY Pl riend Ised us Befor	Billb			7)		
				OVERALI		New York			
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completion	of the re	epair, hov	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□ 5 □ 6	7	8	<u> </u>	□ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	ervice meet you	r expectations ☐5 ☐6		□ 8	<u></u> 9	□ 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbing		with yo	ur idea 9	1? X 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plun	nbing the next	time you	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□ 5 □ 6	i	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	/NY Plumbing	Services 1	to a frier	id?		
	Definitely Will Not Recommend	□1 □2	□3 □4	□ 5 □ 6	7	8	<u> </u>	\(\sqrt{10}\)	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on th	e following:				Excellent	
	Overall	□1 □2	□3 □4	□ 5 □ 6	□ 7	□ 8	<u> </u>	10	
	Courteous	□1 □2	□3 □4	<u></u> 5 <u>6</u>	7	8	<u> </u>	10	
	Knowledgeable	□1 □2	□3 □4	□ 5 □ 6	7	8	<u></u> 9	2 10	(OVER)

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	Knowledgeable								
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W	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 10 10 10 10 10 10 10 10 10 10								
35	Comments: Very professional and relyable								
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Knowledgeable

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1.	Where have you Newspape Google Other	r 🔲 Fr	about WNY Pluiend sed us Before		Billboard .ogo on Trud		Y)		
2.	Considering ever with our most rec	ything from you cent plumbing r	r initial call to tepair?			epair, ho	w satisfi	ed or dissa	itisfied were you
	Extremely Dissatisfied	□1 □ 2	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	<u></u> 9	1 10	Extremely Satisfied
3.	To what extent different Far Below Your Expectations	id this repair se	rvice meet you	r expectat	tions?	8	<u></u> 9	<u> </u>	Far Exceeded Your Expectations
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5.	How likely or unli	ikely are you to	use WNY Plum	bing the r	next time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	9	<u> </u>	Definitely Will Use Next Time
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	Overall	□1 □2	□3 □4	<u></u>	□ 6 □ 7	□8	<u> </u>	10	
	Courteous	□ 1 □ 2	□3 □4	<u></u>	□ 6 □ 7	Ш8	<u> </u>	<u></u>	

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15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
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	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b. 16.	If a part had to be ordered, did we keep you informed about status? Yes Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?
10.	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:
	Trustworthiness
-	THAVE USE'S WAY DYNBING AT MY HOME AND AT MY PRICE BUILDING AND HAVE BEEN VANY SATISKIED
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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
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?
16.	Extremely Dissatisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness In their Work In t
	De hope we don't need to call you, but if we do, you'll
	If you would like us to call you, please fill in your telephone number: () bc + the first we call! THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.







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Definitely Will Not

Please rate the telephone representative on the following:

Very Poor

Recommend

Overall

Courteous

Knowledgeable

7.

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Used us Before Logo on Truck Google DID PLUMBING WHEN HOUSE WAS A NEW BUILD. 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 2 **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.

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

(OVER)

Definitely Will

Recommend

Excellent

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
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Overall

Courteous

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Knowledgeable

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	QUESTIONS ABOUT SCHEDULING										
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Knowledgeable

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				OVERA	LL			
2.	Considering ever with our most re	rything from you cent plumbing r	ır initial call to t epair?	he comple	tion of the re	epair, how	satisfied or diss	atisfied were you
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3.	To what extent d	lid this repair se	rvice meet you	r expectation	ons?			
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(OVER)

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Courteous

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	QUESTIONS ABOUT SCHEDULING									
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain								
14a.	Did we complete the repair on our first trip to your home? 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 Weather									
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:									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.								



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Courteous

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ng the o	pportur prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
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2.	Considering ever with our most red	ything f cent plu	from you imbing r	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
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3.	To what extent di	id this r	epair se	rvice m	eet you	r expect	ations?				,	
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<u></u> 5	<u> </u>	7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	<u> </u>	5	<u></u> 6	7	8	<u> </u>	<u> 10</u>	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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	Definitely Will Not Recommend	1	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	☑ 10	Definitely Will Recommend
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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					
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)					
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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					
18	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: Ale Book THX					
,	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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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely \times 9 **Extremely** Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 4 5 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 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 2 3 4 5 6 7 8 9 10 Excellent
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12.	Were you contacted by phone to confirm the appointment? \sum \text{Ves} \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.	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
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:
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	Comments:
-	
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dedi	We would like to thank you for giving WNY Plumbing the opportunity to service edicated to providing quality service. In order to help us improve our quality of answer this important survey.	e the plumbing in yo service to you, pleas	our home. We are se take a minute to
1.	 Where have you seen or heard about WNY Plumbing? ("X" ALL THAT AP Newspaper Google Used us Before Logo on Truck Other 	PLY)	
	OVERALL		
2.	Considering everything from your initial call to the completion of the repair, with our most recent plumbing repair?	how satisfied or diss	satisfied were you
	Extremely	8 🔲 9 🖾 10	Extremely Satisfied
3.		8 🔲 9 📈 10	Far Exceeded Your Expectations
4.	Very For From	your ideal? 8	Matches Your Ideal
5.	. How likely or unlikely are you to use WNY Plumbing the next time you need	plumbing service?	
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6.	. How likely or unlikely are you to recommend WNY Plumbing Services to a fi	riend?	
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7.	. Please rate the <u>telephone representative</u> on the following: Very Poor	Excellent	
	Overall	3 □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
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 WROTE DOWN WRONG CELL#
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain
14a.	Did we complete the repair on our first trip to your home? 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?
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
	Comments:
-	
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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	
	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 <u>telephone representative</u> on the following: Very Poor Excellent	
	Overall	

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	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the service technician on the following: Very Poor Excellent					
	Professionalism					
	Knowledgeable					
	Explanation of Banair	1				
	E. E	J				
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					
	QUESTIONS ABOUT WNY PLUMBING CO.					
17.	Please rate Western New York Plumbing on the following:					
	Very Poor Trustworthiness \$\begin{array}{cccccccccccccccccccccccccccccccccccc					
	Comments: 1404/5 FOR THE GREAT HRIP					
-	THANKS FOR THE GREAT HELP BRIAN R. BROOKS					
	f 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 Vriend sed us	Before	e 🗌	Billboa Logo			Y)		
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	Extremely Dissatisfied	1	<u> </u>	3	4	<u></u> 5	□ 6	7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	□ 1	_2	3	<u></u> 4	<u></u> 5	6	□ 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	ompare	e with yo	our idea	l? /	
	Very Far From Your Ideal		2	3	<u></u> 4	5	□ 6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	□8	<u> </u>	□10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend		<u>2</u>	□ 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	□ 1	\square_2	3	4	□ 5	□ 6	□ 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
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12.	Were you contacted by phone to confirm the appointment? No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
ð	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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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 2 3 4 5 6 7 8 9 10 Satisfied 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!
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