



RECEIVED

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		quality serv								ur home. We are e take a minute to	
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper										
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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	9	✓10	Extremely Satisfied	
3.	To what extent d	id this repai	r service me	eet your exp	ectations?)			,		
	Fell Far Below Your Expectations	_1 _	2 3	4	5 🗌 6	7	8	<u> </u>	10	Far Exceeded Your Expectations	
4.	Imagine an ideal	repair servi	ce. How we	ell did WNY	Plumbing (compare	with yo	ur idea	l?		
	Very Far From Your Ideal	_1 _	2	4	5 🗌 6	7	8	<u> </u>	10	Matches Your Ideal	
5.	How likely or unl	ikely are yo	u to use WN	Y Plumbing	the next ti	me you	need plu	umbing	service?		
	Definitely Will Not Use Next Time	1	2 3	4	5 🗆6	7	8	<u> </u>	√10	Definitely Will Use Next Time	
6.	How likely or unl	ikely are yo	u to recomn	nend WNY F	Plumbing S	ervices 1	to a frier	nd?			
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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1										
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.	2. Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following:										
	Professionalism 1 2 3 4 5 6 7 8 9 10										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain										
14a.	Did we complete the repair on our first trip to your home?										
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 Needle a return visit to fail to										
15a.											
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent										
	Trustworthiness 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:										
-											
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										



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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. 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** 6 4 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 15 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 telephone representative on the following: 7. Excellent **Very Poor 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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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 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: (Navery good people work for your the key to any business - We appreciate your prompt help when we recolled your service If you would like us to call you, please fill in your telephone number: ()										
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										



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1.	Where have you Newspape Google Other		Fr	riend	NNY Plu Before		Billboa			Y)		
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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> 1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet youi	rexpect	ations?					
	Fell Far Below Your Expectations	1	_2	3	<u></u> 4	<u>5</u>	<u></u> 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plur	nbing d	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	<u></u> 3	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	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 are	e you to	recomn	nend W	NY Plum	bing Se	ervices t	o a frie	nd?		
	Definitely Will Not Recommend	<u>_</u> 1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephone Very Po	•	entative	e on the	followir	ng:				Excellent	
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	Courteous	1 11	2	3	1 4	5	6	1 7	8	9	10	

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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 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 10 per un for an additional service, and it was ordered from the manufacturer directly.
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 X Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness Standing Behind Their Work Their Work Trustworthiness 1
	Comments: fatnick is a finishic worker, and highly knowledgeable. He provided many useoful suggestions both times he was have. We would recover him again. And thanks for the provise contains of things 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	er 🔲 F	l about WNY Pl riend Jsed us Befor	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?								
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4.	Imagine an ideal	I repair service.	How well did \	WNY Plumbing	compare	with you	ır ideal?		
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5.	How likely or uni	li <mark>kely are</mark> you to	use WNY Plum	bing the next t	ime you r	need plu	mbing se	rvice?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	7	□8 4	9 [<u>]</u> 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	'NY Plumbing S	Services to	o a frien	d?		
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7.	Please rate the t	elephone repre Very Poor	sentative on the	e following:			Ex	cellent	
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	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 9 10 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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dedic	vould like to thar cated to providing ver this important	k you for giving V quality service. In survey.	VNY Plumbin n order to he	g the oppor p us improv	unity to see our qua	service t lity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to	
1.	Where have you Newspape Copogle Other			Billb	'ALL THA oard o on Truc		Y)			
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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	d this repair servi	ce meet your	expectation 5		8	<u> </u>	⊠ 10	Far Exceeded Your Expectations	
4.	Imagine an ideal Very Far From Your Ideal	repair service. Ho	w well did W		g compare	e with yo	our idea	l? ⊠10	Matches Your Ideal	
5.	How likely or unl	kely are you to us	e WNY Plumb	oing the next	time you	need pl	umbing	service?		
	Definitely Will Not Use Next Time	☐1 ☐2 ☐	3	<u></u>	6 🔲 7	8	<u> </u>	10	Definitely Will Use Next Time	
6.	How likely or unl	kely are you to re	commend Wi	NY Plumbing	Services	to a frie	nd?			
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	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent								
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	QUESTIONS ABOUT THE REPAIR ITSELF									
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	Professionalism									
	Knowledgeable									
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14a.	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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	Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
-	Comments: Definitely Professional & Excellent S	evice								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	led.								



to

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1.	Where have you Newspape Google Other		rd about W Friend Used us E			Billboa			Y)		
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3.	To what extent d Fell Far Below Your Expectations	id this repair	service me	et your	expecta	ations?	7	<u>8</u>	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal		e. How we	II did W □ 4	NY Plur	mbing c	ompare	with yo	our idea	l? ⊠∤ı o	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WNY	' Plumb	ing the	next tii	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomm	end WN	IY Plum	ibing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □:	2	<u> </u>	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the t	elephone rep Very Poor	<u>resentative</u>	on the	followir	ng:			/	Excellent	
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	Knowledgeable	1 2	2 🔲 3 [4	5	<u> </u>	7	8	<u> </u>	⊠ho	(OVER)

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	Explanation of Repair	Explain								
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17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness In the image of the image o									
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	Definitely Will Not Use Next Time	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	9	1 0	Definitely Will Use Next Time
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	Definitely Will Not Recommend	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephon	e repres	sentative	on the	followin	ng:					
	_	Very Po									Excellent	
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□3 □4 □5 □6 □7 □8 □9 ☒40

	QUESTIONS ABOUT SCHEDULING
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	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▼10 Knowledgeable 1 2 3 4 5 6 7 8 9 ▼10
	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? X 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 Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc
	Comments:
-	
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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Courteous

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the oppoi Ip us improv	tunity to s e our qua	service to lity of se	ne plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 Fr	about WNY Plu riend sed us Before	Bill	" ALL THA board o on True		()		
		U		OVERAL	L				
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> 5	6 🔲 7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectatior	s?				
	Fell Far Below Your Expectations	□1 □2	3 4	<u></u> 5	6 🔲 7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbin	g compar	e with yo	ur ideal	?	
	Very Far From Your Ideal	□1 □ 2	<u>3</u> 4	<u> </u>	6 🔲 7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	t time you	need plu	ımbing	service?	
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6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services	to a frier	ıd?		
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7.	Please rate the to	elephone repres Very Poor	entative on the	following:				Excellent	
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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent										
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	Knowledgeable										
	Explanation of Repair										
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17.	Please rate Western New York Plumbing on the following:										
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc										
-	Patrick Keenan was an excellent Serva repair tack.										
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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 di Fell Far Below Your Expectations	id this re	epair se	rvice m	eet you	r expect	ations?	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	ervice.	How w	ell did V	VNY Plu	mbing o	compare	e with you	our idea	l? 10	Matches Your Ideal
5.	How likely or unlined Definitely Will Not Use Next Time	ikely are	you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomr	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	□8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9	10	
	Courteous	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	
	Knowledgeable	□ 1	<u> </u>	□3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	(OVER)

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	Knowledgeable										
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17.	Please rate Western New York Plumbing on the following:										
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	Comments: Exceller										
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1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
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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?											atisfied were you
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3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	tations?					
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4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
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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?	
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6.	How likely or unl	ikely ar	e you to	recom	mend W	'NY Plun	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		<u></u>	□3	4	<u></u> 5	□ 6	□ 7	□8	<u> </u>	> 10	
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13.	Please rate the service technician on the following:										
	Professionalism Very Poor Excellent Professionalism 1										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain										
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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: [AT WAS GREAT EXPLAINED EVERYTHING PEFFECTLY FUR US 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		Fr	iend	VNY Plu Before		Billboa			Y)		
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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?										atisfied were you	
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet you	r expect	ations?					
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4.	Imagine an ideal	repair se	ervice.	How we	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
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5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	2 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone	repres	entative	e on the	following	ng:					
		Very Poo									Excellent	
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Courteous

Knowledgeable

dedic	vould like to thar cated to providing ver this important	quality service	ing WNY Plumb ce. In order to h	oing the onelp us in	opportunity to aprove our qu	service tality 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 🔲	d about WNY P Friend Used us Befo		? ("X" ALL Th Billboard Logo on Tru		Y)		
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2.	Considering ever with our most re	ything from y cent plumbing	our initial call to g repair?	the com	pletion of the	repair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	2	5	□6 □7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair	service meet yo	ur expect	tations?				
	Fell Far Below Your Expectations	□1 □ 2	2	5	□6 □7	8	9	10	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	□1 □ 2	3 🔲 3	5	□6 □7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recommend \	NNY Plun	nbing Services	s to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	3 🔲 3	5	□6 □7	8	<u></u> 9	10	Definitely Will Recommend
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	Professionalism Very Poor Excellent Professionalism 1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 210 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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	Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! All Arry, but usually meaning to M.
1	Comments: Phone Rep bad persuce mon at my house within 2 hours. Servicemen explained his enteres mores & also inf on demand
	If you would like us to call you, please fill in your telephone number: ()



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dedi	vould like to thar cated to providing ver this important	quality	service	ng WNY e. In ord	Plumbir Ier to he	ng the d elp us in	pportui prove d	nity to s our qual	ervice t ity of se	the plur ervice to	mbing in yo you, pleas	our home. We a e take a minute
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3.	To what extent d	lid this r	epair se	ervice m	eet you	r expect	ations?					
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	Very Far From Your Ideal	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	× 9	<u> </u>	Matches Your Ideal
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	Definitely Will Not Use Next Time	1	<u></u>	□3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠10	Definitely Will Use Next Time
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7.	Please rate the t	elephor Very P		<u>sentativ</u>	e on the	followi	ng:				Excellent	
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13.	Please rate the <u>service technician</u> on the following:	
	Professionalism	
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain	
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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!	
-	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.	