

(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED
FEB 2 4 2020

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** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **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
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11. ,	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	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)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other •
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness 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!
-	Gomments: HIGH MARKS TO RICK, WHO SERVICED OUR CALL. 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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2.	Considering ever with our most re	ything from yo cent plumbing	our initial call repair?	to the com	pletion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□з □	4 🔲 5	<u></u> 6	□ 7	8	X 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair s	ervice meet y	our expec	tations?	7	□8	2 9	<u> </u>	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service	. How well di	d WNY Plu 4 □5	imbing c	ompare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY PI	umbing the	e next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□з □	4	<u></u> 6	7	8		<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend	l WNY Plur	nbing Se	ervices 1	o a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u></u> 3	4 🔲 5	☐ 6	7	□ 8	1 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	<u>esentative</u> on	the followi	ing:				Excellent	
	Overall	□1 □2	□3 □	4 🔲 5	□6	7	8	Mo	<u> </u>	
	Courteous	□1 □2	□3 □	4 🔲 5	□ 6	7	8	1 9	 10	
	Knowledgeable	1 2	3	4 5	<u>6</u>	7	8	9	10	(OVER)

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	Comments:							
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				OVE	RALL					
2.	Considering ever with our most re	ything from yo cent plumbing	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	5	<u></u> 6	7	8	X9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this renair so	ervice meet vo	ur exnect	tations?					
	Fell Far Below Your Expectations	1 2	3 4	Ċ		<u> </u>	8	X 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plu	mhina c	omnare	with vo	ur idea	12	
	Very Far From Your Ideal	1 2	□3 □4	5	<u>6</u>	7	8	2 9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	mbing the	e next ti	me you	need plo	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	5	<u></u> 6	<u> </u>	8	<u></u> 9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend \	NNY Plum	nbing Se	ervices 1	to a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	5	□6	<u> </u>	8	\(\) 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on th	ne followi	ng:				Excellent	
	Overall			\Box -						
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	Courteous	☐ 1 ☐ 2	☐ 3 ☐ 4	5	□6	7	8	9	1 0	
	Knowledgeable	1 2	☐3 ☐4	<u></u> 5	<u>6</u>	<u> </u>	8	9	1 10	(OVER)

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	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?
140.	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 CRITICAL REPAIRS (DIMPLED ON FILST prod., SECONDAMY JOBS SCHEDULED FOR DETURN TRUP
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate <u>Western New York Plumbing</u> 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 □ 7 □ 6 □ 7 □ 8 □ 9 □ 10 □ 7 □ 6 □ 7 □ 8 □ 9 □ 10 □ 7 □ 6 □ 7 □ 8 □ 9 □ 10 □ 7 □ 6 □ 7 □ 8 □ 9 □ 10 □ 7 □ 6 □ 7 □ 8 □ 9 □ 10 □ 7 □ 8 □ 9 □ 10 □ 7 □ 8 □ 9 □ 10 □ 7 □ 8 □ 9 □ 10 <t< td=""></t<>
	Please check this box if you will also use an online rating service, Thank you!
	Comments: Vary Hoppy of Hourry RATE - SCHEDUNC.
	TECHNICIAN WAS OXCEPTENT. THANK YOU!
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	Google	/	Jsed us Be	efore	Logo on	Truck			
	Other				J				
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2.	Considering ever with our most re	ything from yo	our initial cal repair?	I to the com	pletion of	the repair, h	ow satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u> </u>	□ 4 □ 5	□6 □	7 🗌 8	9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet	your expect	ations?				
	Fell Far Below Your Expectations	□1 □2	3] 4 □ 5	<u></u> 6 [□ 7 □ 8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well	did WNY Plu	mbing con	npare with y	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u> </u>	4 5	<u>6</u>	□ 7 □ 8	№ 9	10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY F	Plumbing the	e next time	you need p	lumbing	service?	14
	Definitely Will Not Use Next Time	_1 _2	<u></u> 3 [] 4 □ 5	□6 [7 🗌 8	√ 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are you t	o recommer	nd WNY Plun	nbing Serv	vices to a frig	end?		
	Definitely Will Not Recommend	<u> </u>	<u></u> 3 [4 5	☐6 [□ 7 ☑ 8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone repr	esentative o	n the followi	na:				
	, , , , , , , , , , , , , , , , , , ,	Very Poor				,		Excellent	
	Overall	<u> </u>	<u>3</u>] 4 □ 5	□6] 7	9	<u> </u>	
	Courteous	□1 □2	<u></u> 3 <u></u>] 4 □ 5	□6	_7 <u></u> 8	9	<u> </u>	
	Knowledgeable	□1 □2	☐3 ☐] 4 □ 5	□6 [□ 7 □ 8	<u> </u>	<u> </u>	(OVER)
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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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	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	
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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:							
'	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

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

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 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely Extremely 14 5 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 4 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From** Matches 3 4 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Longer than three days after I called	' 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							
	Knowledgeable	an and						
	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)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.	Sausiicu						
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!	7.						
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	QUESTIONS ABOUT SCHEDULING					
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12.	Were you contacted by phone to confirm the appointment? Yes No					
	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent					
	Professionalism 1 2 3 4 5 6 7 8 9 10	*				
	Knowledgeable	D'ANA				
	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)					
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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 No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?					
10.	Extremely Dissatisfied 1	Extremely Satisfied				
	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!					
(Comments:					
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	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provice	 led.				



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2.	Considering eve with our most re	rything from you ecent plumbing r	ır initial call to epair?	the com	pletion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	□3 □4	□ 5	□6 □7	□8	<u> </u>	<u>X</u> 10	Extremely Satisfied
3.	To what extent of	did this repair se	rvice meet you	ır expec	tations?				
	Fell Far Below Your Expectations	1 2	<u>3</u> 4	<u></u> 5	□6 □7	8	9	☑10	Far Exceeded Your Expectations
4.	Imagine an idea	I repair service.	How well did	WNY Plu	mbing compar	e with yo	our idea	ıl?	
	Very Far From Your Ideal	1 2	<u>3</u> 4	<u></u> 5	□6 □7	8	9	1 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plun	nbing the	e next time you	need pl	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 un	likely are you to	recommend V	/NY Plun	nbing Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	☐3 ☐4	<u></u> 5	□6 □7	<u> </u>	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	telephone repres	sentative on th	e followi	ng:				
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	Overall	\Box 1 \Box 2	3 4	5	□6 □7	8	9	1 0	
	Courteous	□1 □2	□3 □4	5	□6 □7	8	<u> </u>	X 10	
	Knowledgeable	□1 □2	<u></u> 3 <u></u> 4	<u></u> 5	□6 □7	8	<u></u> 9	区10	(OVER)

8. Overall, how would you rate us on scheduling this repair service at your convenience? Very Peor		QUESTIONS ABOUT SCHEDULING						
Same day I called	8.	Very						
Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	9.	Same day I called						
Morning Afternoon Evening (after 5p.m.) No particular time	10.							
Professionalism 1 2 3 4 5 6 7 8 9 10	11.							
13. Please rate the service technician on the following:	12.	Were you contacted by phone to confirm the appointment? Yes No						
Not professionalism 1		QUESTIONS ABOUT THE REPAIR ITSELF						
Professionalism	13.	•						
Explanation of Repair								
Explanation of Repair								
14b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other 15a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order 15b. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable 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 QUESTIONS ABOUT WNY PLUMBING CO. 17. Please rate Western New York Plumbing on the following: Very Poor 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: Also called WNY because I had a home built by Forber Capretto * WNY did The plumbing I work If you would like us to call you, please fill in your telephone number: by the work		Explanation of Panair 14 0 0 4						
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	14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied	15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
Extremely Dissatisfied 1		a partial to 20 of all the field for informed about status.						
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: I Also called WNY because I had a home built by Forber Capretto way did The plumbing I was Impressed If you would like us to call you, please fill in your telephone number:	16.	Extremely						
Very Poor Trustworthiness 1								
Trustworthiness 1	17.							
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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	WNY Plu Before		Billboa			Y)		
						OVER	RALL					
2.	Considering ever with our most re	ything fr cent plui	rom you mbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u>N</u> 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	e/XJ	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did W	/NY Plur	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	3	<u>4</u>	<u></u> 5	□6	□ 7	8	 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Pluml	oing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u></u> 2	<u></u> 3	4	<u></u> 5	<u></u> 6	□ 7	8	e X	<u> </u>	Definitely Will Use Next Time
ô.	How likely or unl	ikely are	you to	recomr	nend WI	NY Plum	ibing Se	ervices 1	to a frier	nd?		
	Definitely Will Not Recommend	1	_2	3	<u></u> 4	<u></u> 5	☐6	□ 7	8	1 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		entative	e on the	followir	ng:				Excellent	
	Overall	<u> </u>	\square_2	\square_3	\prod_4	\square_5	П ₆	\square_7	П8	ΙΧÍ9	□ ₁₀	
	Courteous	1		<u></u> 3	4	<u></u> 5	☐ 6	 7	8	X 9	☐10	
	Knowledgeable	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	19	<u> </u>	(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						
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	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						
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	Comments: breat Service! foot a bit expensive!						
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	QUESTIONS ABOUT SCHEDULING					
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	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▼10 Knowledgeable 1 2 3 4 5 6 7 8 9 ▼10					
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain					
14a. 14b.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)					
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