





4425 Walden Avenue Lancaster, NY 14086

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.

1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

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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	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfi <mark>ed we</mark> re you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice 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 w	ell did V	VNY Plu	mbing (compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u></u> 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	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	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 Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	<u> </u>	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	e followi	ng:				Excellent	
	Overall			\square_3	\Box_{4}	<u></u>		7		□ 9	×10	
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	Knowledgeable	1	<u>2</u>	3	∐4	5	<u></u> 6	∐7	∐8	∐9	الكيا	(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:										
	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)										
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 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:										
-											
-	f you would like us to call you, placed fill in your telephone number: (
	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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2.	Considering eve with our most re	rything ecent plo	from you umbing	ur initial repair?	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></u> 6	7	<u> </u>	9	上10	Extremely Satisfied
3.	3. To what extent did this repair service meet your expectations?											
	Fell Far Below Your Expectations	_1	2	3	<u>4</u>	5	□ 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an idea	l repair	service.	How w	ell did V	NNY Plu	mbing o	compare	e with yo	our idea	al? `	
	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 ar	re you to	use WI	VY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or un	likely ar	re you to	recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	□ 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the	telenhor	ne repre	sentativ	e on the	e followi	na:					
	, 10000 1010 1110 ;	Very P		0017404411							Excellent	
	Overall	<u> </u>	2	□3	<u></u> 4	5	□ 6	7	8	9	10	
	Courteous	1	2	3	<u></u> 4	<u></u> 5	6	□ 7	8	<u></u> 9	10	
	Knowledgeable	1		\square_3	\square_{4}	\square_5	\Box_6	7			10	(0)(ED)

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	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										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explanation	1 1									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satis										
	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:										
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lt	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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1.	Where have you Newspape Google Other		Friend Used us			Billbo			Y)		
					OVE	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	<u></u> 4	<u></u> 5	□ 6	7	□ 8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this repair	service me	eet you	r expect	ations?					
	Fell Far Below Your Expectations		2	<u> </u>	<u></u> 5	□6	7	8	9	<u>×</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servic	e. How we	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal		2	<u> </u>	5	□6	7	8	<u> </u>	×10	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WN	Y Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _2	2	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	■8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomm	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	4	5	<u></u> 6	□ 7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the to	elephone repi Very Poor	<u>resentative</u>	on the	followi	ng:				Excellent	
	Overall	\square_1 \square_2	3	\Box 4	\Box_5	6	7	8	9	 ★ 10	
	Courteous										
			3	<u></u>		<u></u>	/	∟ ¤	<u></u> □9		
	Knowledgeable	12	3	<u></u> 4	5	 6	∐ 7	8	9	× 10	(OVER)

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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.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 × 10 Extremely Satisfied									
	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: / really appear crate the flexibility of a WNY Plumber on a local job site to respond quickly and replace my sump pump. 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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	cated to providing ver this important		service	. In ord	ler to he	elp us in	nprove	our qua	lity of se	ervice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y) .		
						OVE	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	1	2	3	<u></u> 4	5	<u>6</u>	□ 7	□ 8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	lid this r	epair se	ervice m	eet you	r expect	tations?)				
	Fell Far Below Your Expectations	1	_2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did \	NNY Plu	mbing	compare	e with yo	our idea	ıl?	
	Very Far From Your Ideal		_2	3	<u></u> 4	5	□ 6	7	8	<u> </u>	X 10	Matches Your Ideal
5.	How likely or unl	likely ard	e you to	use Wi	NY Plum	bing the	e 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	□ 6	7	<u> </u>	<u> </u>	X 10	Definitely Will Use Next Time
6.	How likely or unl	likely ard	e you to	recomi	nend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<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	elephon	e repre	<u>sentativ</u>	e on the	e followi	ng:					
		Very Po								_	Excellent	
	Overall	1	2	3	4	5	6	7	8	<u>9</u>	X 10	
	Courteous	<u> </u>	_2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	 10	
	Knowledgeable	1	2	□3	4	<u></u> 5	□6	7	8	9	X 10	(OVFR)

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

	QUESTIONS ABOUT SCHEDULING										
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	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following: Very Poor Excellent										
	Very Poor Excellent 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.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)										
14b.											
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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:										
	The telephone rep was very understanding + empathetic with my issue. The service tech (Tyler) was outstanding, he honored my request listened to what my issue was + did a great job 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 seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)										
	Newspaper Billboard										
	Google Sefore 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 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 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										
	Courteous										
	Knowledgeable	(OVER)									

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor										
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	QUESTIONS ABOUT THE REPAIR ITSELF										
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	Professionalism Very Poor 1										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	I									
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	Comments:										
100											
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1.	Where have you Newspape Google Other		☐ F	about \ riend sed us			Billbo			Y)		
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	Extremely Dissatisfied	1	<u>2</u>	3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u></u> 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	epair se	ervice m	_	r expect	ations?		<u> </u>	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w			mbing o		e with yo	our idea	10	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are	you to		NY Plum	_	next ti		need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomi	mend W	'NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	<u></u> 4	5	□ 6	<u> </u>	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	<u>2</u>	<u></u> 3	4	5	□ 6	7	8	<u> </u>	<u> </u>	D/17 yours
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	_7	<u> </u>	<u> </u>	<u> </u>	N/A hostorial
	Knowledgeable	<u> </u>	2	3	4	<u></u> 5	<u> </u>	7	8	9	<u> </u>	Sid (OVER)

	QUESTIONS ABOUT SCHEDULING	
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	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: Very Friendly repairmen. Fixed The disposal quickly & Thank You!	
	If you would like us to call you, please fill in your telephone number: ()	





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Lancaster, NY 14000

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1.	Where have you Newspape Google Other	r 🔲 F	about WNY Pli riend sed us Befor	□В	(" X" ALL 1 Billboard .ogo on T		.Y)		
				OVER/	ALL				
2.	Considering ever with our most red	ything from you cent plumbing	ur initial call to repair?	the compl	etion of th	e repair, ho	ow satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5 [□ 6 □	7 🔲8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent di	id this repair se	ervice meet you	r expectat	tions?				
	Fell Far Below Your Expectations	□1 □2	□3 □4	<u></u> 5	□ 6 □	7 🗌 8	9	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Pluml	bing comp	are with y	our idea	l?	
	Very Far From Your Ideal	□1 □2	□3 □4	<u></u> 5 [6	7 🗌8	9	⊠ 10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plum	bing the n	next time y	ou need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5 [□ 6 □	7 🗌8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend W	/NY Plumb	ing Servic	es to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5 [□ 6 □	7 🔲8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on the	e following	j:			Excellent	
	Overall	□1 □2	□3 □4	<u></u>	□ 6 □	7 🔲8	<u> </u>	☑ 10	
	Courteous		3	5 [7 🗌8	9	10	
	Knowledgeable	□ 1 □ 2	□3 □4	<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
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:
	Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 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
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	•
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness 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:
2	
	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		F	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most red				call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	≥10	Extremely Satisfied
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	□ 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	Matches Your Ideal
5.	How likely or unli	ikely ard	e you to	use WN	IY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	A 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frier	nd?		
	Definitely Will Not Recommend	<u></u> 1	_2	3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u></u> 9	2 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall		\square_2	3	1 4	5	6	7	8	П 9	2410	
	Courteous		2	3	4	<u></u> 5	<u>6</u>		8	<u></u> 9	≥ 10	
	Knowledgeable	<u> </u>	2	3	4	<u></u> 5	□ 6	□ 7	8	9	210	(OVER)

	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 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.	a. 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? Yes No Not applicable 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!								
	Comments:								
-									
	f you would like us to call you, please fill in your telephone number: ()								





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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) 1. Friend Billboard Newspaper Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 5 16 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 vour ideal? 4. **Very Far From** Matches 5 6 8 3 4 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 Please rate the telephone representative on the following: 7. Very Poor **Excellent Overall** Courteous Knowledgeable

	QUESTIONS ABOUT SCHEDULING								
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	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Very Poor Excellent 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.	a. Did we complete the repair on our first trip to your home?								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
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	QUESTIONS ABOUT WNY PLUMBING CO.								
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	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:								
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dedi		g quality servic							our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	d about WNY Pl Friend Jsed us Befor	Billbo			()		
				OVERALL					
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the completion	of the rep	pair, hov	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet you	ır expectations	?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	7	8	<u> </u>	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u> </u>	<u></u>	□5 □6	7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	likely are you to	o use WNY Plun	nbing the next t	ime you n	eed plu	ımbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	□ 5 □ 6	<u> </u>	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	o recommend V	/NY Plumbing S	Services to	a frien	d?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	□ 5 □ 6	□ 7	8	<u> </u>	区10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	e following:					
		Very Poor	<u>-</u>					Excellent	
	Overall	☐ 1 ☐ 2	3 4	□5 □6	□ 7	8	½ 9	<u> </u>	
	Courteous	□1 □2	☐3 ☐4	<u></u>		8	区 9	<u> </u>	
	Knowledgeable	□1 □2	☐ 3 ☐ 4	□5 □6	□7 [8	Z 9	<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
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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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?
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other
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 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:
	Trustworthiness
	Comments:
8	
	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	seen or h	neard about	WNY Plu	mbing?	("X" A	LL THA	T APPL	Y)		
	Newspaper	r [Friend			Billboa	ard				
	Google		Used u	s Before		Logo	on Truc	k			
	Other										
					OVEF	RALL					
2.	Considering every with our most rec	thing fron ent pluml	m your initia bing repair?	I call to t	he com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u></u>	<u> </u>	<u></u> 5	<u></u> 6	7	□ 8	X 9	<u> </u>	Extremely Satisfied
3.	To what extent did	d this repa	air service n	neet your	expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	23	4	<u></u> 5	<u></u> 6	7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal r	r <mark>epair s</mark> er	rvice. How v	vell did W	/NY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u> </u>	2 3	4	□ 5	<u></u> 6	<u> </u>	8	9	⊠ 10	Matches Your Ideal
5.	How likely or unlik	kely are y	ou to use W	NY Pluml	oing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u></u>	<u> </u>	<u></u> 5	□ 6	□ 7	<u> </u>	S 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unlik	kely are y	ou to recom	mend WI	NY Plum	ibing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	2 3	4	<u></u> 5	<u></u> 6	□ 7	8	2 9	<u> </u>	Definitely Will Recommend
7.	Please rate the tel	lephone r	representativ	<u>re</u> on the	followir	ng:					
	1	Very Poor	r							Excellent	
	Overall	<u> </u>	2 3	4	<u></u> 5	<u> </u> 6	7	2 8	9	10	
	Courteous	<u> </u>	2 3	4	5	<u>6</u>	7	8	<u> </u>	1 0	
	Knowledgeable	<u> </u>	2 3	<u></u> 4	5	□ 6	7	8	2 9	<u> </u>	(OVER)

	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	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 \(\sumsymbol{X}\) Yes	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following: Very Poor Excellent	
	Very Poor Excellent 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	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 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.	
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!	
3	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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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) Billboard Newspaper Friend Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely 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 3 4 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** Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent** Very Poor Overall Courteous

	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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	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? 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.	
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!
1	I could not ask For a belter plucker than Mike! Wheet a gent! If you would like us to call you, please fill in your telephone number: ()



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1.	Where have you	seen o	r heard	about V	NNY Plu	ımbing?	("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	Fr	riend			Billbo	ard				
	Google		×υ	sed us	Before		Logo	on Truc	k			
	Other											
		*				OVEF	RALL					
2.	Considering ever with our most red				call to t	the com	oletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent di	id this ro	epair se	rvice m	eet youi	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	5	□ 6	7	8	× 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	nbing o	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	<u> </u>	_2	3	4	<u></u> 5	□ 6	7	8	3 9	<u> </u>	Matches Your Ideal
5.	How likely or unli	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>	<u> </u>	Пз	4	<u></u> 5	□ 6	7	8	<u> </u>	<u>⊠</u> 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recomr	nend W	NY Plum	ibing Si	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	4	<u></u> 5	□ 6	_7	8	9	.⊠10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>sentativ</u>	e on the	followin	ng:				Excellent	
	Overall	1	2	□ 3	4	5	□ 6	7	8	<u> </u>	⊠ 10	
	Courteous	1	2	3	4	<u></u> 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 1 2 3 4 5 6 7 8 9 10 Excel	ellent
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	illed
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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 \(\sumsymbol{No}\)	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable 1 2 3 4 5 6 7 8 9 ≥ 10	d Not
	Evidencian of Denois d O O A E O T O O V 40	plain 🔲
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.		tremely tisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	listieu
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 Table 1	
	Comments:	
-		
1	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	





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Courteous

Knowledgeable

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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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10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	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? Yes No Not applicable 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								
	Comments: Larry Rosen								
	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		quality service							our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before	Billbo			Y)		
				OVERALL	ı				
2.	Considering ever with our most re			the completion	of the re	pair, ho	w satist	fied or dissa	atisfied were you
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3.	To what extent d	id this repair se	rvice meet you	r expectations	?			\	
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	□5 □6	7	8	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare	with yo	ur idea	l?	
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8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
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13.	Please rate the service technician on the following: Very Poor Excellent								
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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								
	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 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) Billboard Newspaper Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 5 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches __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** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent** Very Poor Overall Courteous

	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? Yes No
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13.	Please rate the service technician on the following: Very Poor Excellent
	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
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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 Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 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: OUTSTANDING AS ALWAYS THE ONLY PLUMDING COMPAINT I WILL USE! THANKYOU'. 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						your home. We are ase take a minute to
1.	Where have you Newspape Google Other	er 🔀 F	about WNY Pl riend Ised us Befor	Bill	" ALL THA board o on True		Y)	
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5.	How likely or un Definitely Will Not Use Next Time	likely are you to	use WNY Plun	nbing the nex	t time you	need plu	umbing service?	Definitely Will Use Next Time
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12.	Were you contacted by phone to confirm the appointment? Yes No								
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	Knowledgeable								
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness								
	Comments:								
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1.	Where have you Newspape Google Other	er 🔀 F	about WNY Pluriend sed us Before	Bill	(" ALL TH/ board go on True		Y)		
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5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	ct time you	need pl	umbing	service?	
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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:	
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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 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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	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	led.



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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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13.	Please rate the service technician on the following: Very Poor Excellent						
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	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
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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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	QUESTIONS ABOUT SCHEDULING								
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	Knowledgeable								
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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
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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	umbing	service?	
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	QUESTIONS ABOUT SCHEDULING
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13.	Please rate the service technician on the following: Very Poor Excellent
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	QUESTIONS ABOUT WNY PLUMBING CO.
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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:
1	
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	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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We	would like to than	ık you for givi	ng WNY Plumbi	ng the oppor	tunity to s	service t	he plur	nbing in yo	our home. We are
	cated to providing ver this important		e. In order to h	elp us improv	e our qua	lity of se	rvice to	you, pleas	e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	d about WNY Pl Friend Jsed us Befor	Bill	" ALL THA ooard o on Trud		Y)		
40				OVERAL	L				
2.	Considering ever with our most red			the completion	on of the r	epajr, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u>	6 🔲 7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent di	id this repair s	ervice meet you	ır expectatior	s?				
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	<u></u> 5	6 🔲 7	8	9	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plumbin	g compar	e with yo	ur idea	l?	
	Very Far From Your Ideal	☐1 ☐2	34	<u></u> 5	6	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unli	ikely are you t	o use WNY Plun	nbing the nex	t time you	need pla	umbing	service?	
	Definitely Will Not Use Next Time	1 2	□3 □4	□ 5 □	6 🔲 7	8	<u></u> 9	⊠10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you t	o recommend W	/NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> <u>4</u>	5	6 🔲 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	esentative on the	e following:				Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	\square_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 2 3 4 5 6 7 8 9 10 Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the 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							
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 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness Standing Behind Their Work Their Work Trustworthiness 1							
) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c	Fat was extremely diligent in finding the problem and it wasn't an easy one. Well done! 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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4425 Walden Avenue Lancaster, NY 14086

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) Billboard Newspaper Friend Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 5 6 4 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 vour ideal? 4. Very Far From Matches 5 6 3 4 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							
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 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? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other							
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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							
	Comments: Mite was great.							
	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.										
1.	Where have you Newspape Coogle Other		eard about V Friend Used us			Billboa			γ)	
	1				OVER	RALL				
2.	Considering ever with our most re			call to th	ne comp	oletion o	of the re	pair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	□9	Extremely Satisfied
3.	To what extent d	id this repai	ir service m	eet your	expecta	ations?				
	Fell Far Below Your Expectations	<u> </u>	2	4	<u></u> 5	<u> </u>	7	8	☐9 □ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	rice. How w	ell <mark>did W</mark>	'NY Plur	nbing c	ompare	with yo	our ideal?	
	Very Far From Your Ideal	<u> </u>	2	4	<u></u> 5	<u>6</u>	7	8	□9 1 2 10	Matches Your Ideal
5.	How likely or unl	ikely are yo	ou to use WN	IY Plumb	ing the	next tir	ne you	need plu	umbing service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 4	<u></u> 5	□ 6	_7	8	□ 9 □ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomn	nend WN	IY Plum	bing Se	rvices t	o a frier	nd?	
	Definitely Will Not Recommend	1	2	<u></u> 4	<u></u> 5	<u></u> 6	7	8	□9 🕰 10	Definitely Will Recommend
7.	Please rate the to	elephone re Very Poor	presentative	on the	followir	ng:			Excellent	
	Overall	1]2	4	<u></u> 5	<u></u> 6	7	8	□9 🖾10	
	Courteous	1	2 7		□ ₅		7	Па	□0 NS 10	

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
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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 Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
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
	Court ecous - will use for future plushing reads. 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 WNY Plumbing? ("X" ALL THAT APPLY) Newspaper	dedi		quality service								ur home. We are e take a minute to
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.	Newspape Google	er 🔲 F	riend		3illboar	rd		Y)		
with our most recent plumbing repair? Extremely Dissatisfied					OVER	ALL					
3. To what extent did this repair service meet your expectations? Fell Far Below Your Expectations 1	2.				the comp	letion of	f the re	pair, ho	w satisfi	ied or dissa	atisfied were you
Fell Far Below Your Expectations 1		•	□1 □2	☐3 ☐4	5	□ 6 [7	8	X 9	<u> </u>	•
4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Your Ideal 1	3.	To what extent d	lid this repair se	ervice meet you	ır expecta	tions?					
Very Far From Your Ideal 1			<u> </u>	<u>3</u> <u>4</u>	<u> </u>	<u></u> 6	7	8	× 9	<u> </u>	
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	4.	9	l repair service.	How well did	WNY Plum	nbing co	mpare	with yo	ur ideal	?	
Definitely Will Not Use Next Time 1		_	□1 □2	<u>3</u> 4	<u> </u>	<u>6</u>	□ 7	8	2 9	<u> </u>	
Use Next Time 1	5.	How likely or unl	likely are you to	use WNY Plum	nbing the	next tim	e you	need pli	umbing	service?	
Pefinitely Will Not Recommend 1		-	□1 □2	□3 □4	<u></u> 5	□ 6	7	8	Ø 9	<u> </u>	-
7. Please rate the telephone representative on the following: Very Poor Excellent Overall 1	6.	How likely or unl	likely are you to	recommend W	/NY Plumb	bing Ser	vices t	o a frier	nd?		
Very Poor Excellent Overall 1 2 3 4 5 6 7 8 9 10 Courteous 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10		_	□1 □2	<u>3</u> 4	<u></u> 5	□ 6	7	□ 8	⊠ 9	<u> </u>	
Courteous	7.	Please rate the t	(4)	sentative on the	e followin	g:				Excellent	
Knowledgeable		Overall	\square_1 \square_2	☐3 ☐4	<u></u>	□ 6 [7	□8	2 9	<u> </u>	
Knowledgeable 1 2 3 4 5 6 7 8 9 10		Courteous	- $ 1$ 1 2	3	5 [7	8	× 9	10	
		Knowledgeable	$\Box_1 \Box_2$	\square_3 \square_4			7		X 9	10	(O) (ED)

	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								
	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								
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								
	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:								
39 88	LOEILER M53 was to be \$1540, Final price was \$600 - Sing still								
	If you would like us to call you, please fill in your telephone number: ()								





4425 Walden Avenue Lancaster, NY 14086

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.

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 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 did this repair service meet your expectations?							
	Fell Far Below Your Expectations 1 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 区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							
	Courteous ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☑10							
	Knowledgeable	(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 <u>service technician</u> 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
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 3-3 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 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: Creat 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.







4425 Walden Avenue Lancaster, NY 14086

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1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

1.	Where have you	seen o	r heard	about \	WNY Plu	umbing'	? ("X" <i>l</i>	ALL THA	AT APPL	Y)		
	Newspape	∍r	F	riend			Billbo	ard				
	Google		□ U	sed us	Before	e 🗌	Logo	on Truc	ck			
	Other											
						OVE	RALL			N.E.		
2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u></u> 1	2	3	4	<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	tations?)	8			
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	NNY Plu	mbing (compare	with yo	our idea	l? /	
	Very Far From Your Ideal	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WI	NY Plum	bing the	e 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 are	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?	/	
	Definitely Will Not Recommend	<u> </u>	_2	3	4	<u></u> 5	□ 6	7	<u> </u>	9	10	Definitely Will Recommend
7.	Please rate the t	elephone Very Po		<u>sentativ</u>	e on the	e followi	ng:				Excellerit	
	Overall	Very Fo				\square_5				П 9	10	
				<u></u>	<u> 4</u>	o			☐°			
	Courteous	∐1	∐2	∐3	4	∐5	∐6	<u></u> 7	∐ 8	<u></u> 9	10	
	Knowledgeable	1	2	3	4	5	6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
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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)
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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:
	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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4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

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

	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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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 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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	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: Very pleased with Service in every regard.
	If you would like us to call you, please fill in your telephone number: ()



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Courteous

Knowledgeable

We v	vould like to than	nk vou for aivir	a WNY Plumbii	na the oi	oportunity to s	service t	he plumbina in v	our home. We are
dedic		quality service						ase take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before		("X" ALL THA Billboard Logo on Trud		n	×
				OVER	ALL	W. LEAR		
2.	Considering ever with our most re			the comp	oletion of the re	epair, ho	w satisfied or dis	satisfied were you
	Extremely Dissatisfied	□1 □2	3 4	<u></u> 5	□ 6 □ 7	8	□9 △10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expecta	ations?			
	Fell Far Below Your Expectations	□1 □ 2	□3 □4	<u></u> 5	□6 □7	8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	VNY Plun	nbing compare	e with yo	ur ideal?	
	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 WNY Plum	bing the	next time you	need plu	umbing service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	□9 △10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plum	bing Services	to a frier	nd?	
	Definitely Will Not Recommend	□1 □2	□ 3 □ 4	□ 5	□ 6 □ 7	8	□ 9 □ 10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on the	followin	g:			
		Very Poor			_		Excellent	:
	Overall	□1 □2	□ 3 □ 4	5	□ 6 □ 7	8	∐ 9 ∕ ☐10	340

□1 □2 □3 □4 □5 □6 □7

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called	l 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 1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	Did Not
	Explanation of Repair	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.	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	Extremely
7.81	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
17.	Please rate Western New York Plumbing on the following:	
17.	Very Poor Excellent	
	Trustworthiness 1 1 2 3 4 5 6 7 8 9 10 Standing Behind 1 2 3 4 5 6 7 8 9 10 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:	
1		();
1	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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dedic	vould like to than cated to providing ver this important	quality service	g WNY Plumbi . In order to he	ng the oppor elp us improv	tunity to s e our qua	service t lity of se	he 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 🔲 F	about WNY Pluriend sed us Before	Billi	" ALL THA board o on Trud		Y)		
				OVERAL	L				
2.	Considering ever with our most re			the completi	on of the r	epair, ho	w satisf	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	r expectation	s? 6 7	<u> </u>	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbir	g compare	e with yo	ur ideal	! ?	
	Very Far From Your Ideal	☐1 ☐2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9	⊠10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	t time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u>	6 🔲 7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plumbino	Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	6 🗌 7	8	<u></u> 9	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:				Excellent	
	Overall	□1 □2	□3 □4	□5 □	6 □ 7	<u> </u>	9	⊠ 10	
	Courteous	1 <u></u> 2	□3 □4		6 7	8	9	<u></u> 10	
	Knowledgeable	□ 1 □ 2	□3 □4	<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 <u>service technician</u> on the following:
	Very Poor Excellent 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? 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 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
17.	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!
1	Comments: Both my Wife of Only use WWYP. Whare had many Plymbing Jubs done on several homes. We trust WNYP, + Theor Parces And foir. If you would like us to call you, please fill in your telephone number: (716) 415-0516 THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





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					OVE	RALL					
2.	Considering eve 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	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent of	lid this repair	service m	neet you	r expect	tations?					
	Fell Far Below Your Expectations	1	2 3	<u></u> 4	5	<u></u> 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an idea	l repair servi	ce. How w	vell did V	VNY Plu	mbing (compare	with yo	our idea	ıl?	
	Very Far From Your Ideal	_1 _	2 3	<u>4</u>	5	□ 6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or un	likely are you	ı to use W	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 🔲 3	<u></u> 4	5	<u></u> 6	7	<u> </u>	9	10	Definitely Will Use Next Time
6.	How likely or un	likely are you	ı to recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	<u> </u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone rep Very Poor	<u>oresentativ</u>	<u>e</u> on the	followi	ng:				Excellent	
	Overall	1	2	\Box_4	□ 5	6	\square_7	8	9	10	
	Courteous	1	2 3	4	5	□ 6	7	8	<u></u> 9		
	Knowledgeable	<u> </u>	2	4	<u></u> 5	□ 6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very
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. Med. 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:
	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
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
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness In the standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!
	Comments:
	very saturas, great Jus.
	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.

(OVER)





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Knowledgeable

dedi		quality service						ur home. We are a take a minute to
1.	Where have you Newspape Google Other	erF	about WNY Pluriend sed us Before	Billbo		•		
				OVERALL				
2.	Considering ever with our most re			the completion	of the rep	air, how satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	<u> </u>	8 🛂 9	<u> </u>	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>	<u> </u>	8 🛂 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing o	compare v	vith your i <mark>de</mark> a	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	□ 5 □ 6	<u> </u>	8 9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	me you ne	eed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	<u> </u>	8 29	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing S	ervices to	a friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	□ 5 □ 6	<u> </u>	8 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to		sentative on the	following:			Excellent	
	Overall	Very Poor					10	
			<u></u> 3 <u></u> 4			9 		
	Courteous	□ 1 □ 2	34	□ 5 □ 6	∐7 L	89	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 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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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
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
	Comments:
-	
) i	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	would like to than cated to providing ver this important	quality service	ig WNY Plumbi e. In order to he	ng the opportuelp us improve	inity to s our qual	ervice t ity of se	he plur rvice to	nbing in yo you, pleas	our home. We are take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pluriend Ised us Before	Billbo			Y)		
			WILLIAM BERN	OVERALL					
2.	Considering ever with our most re			the completior	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□ 5 □ 6	□ 7	8	<u> </u>	☑10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectations	?				
	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 service.	How well did \	WNY Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	□ 1 □ 2	□3 □4	□5 □6	□ 7	8	<u> </u>	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□ 5 □ 6	□ 7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	Services 1	to a frie	nd?		
	Definitely Will Not Recommend	□ 1 □ 2	□3 □4	□5 □6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the telephone representative on the following: Very Poor Excellent								
	Overall	□1 □2	□3 □4	□ 5 □ 6	□ 7	□ 8	<u></u> 9	⊠ 10	
	Courteous	1 <u></u> 2	3 <u></u> 4	5 <u></u> 6	□ 7	8	9	10	
	Knowledgeable	□1 □2	□3 □4	□ 5 □ 6	7	□ 8	<u></u> 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			
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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			
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10			
	Knowledgeable			
	Evalenation of Renair			
	Explain Explain			
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)			
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other			
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	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 2 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 9 010 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 010 Please check this box if you will also use an online rating service, Thank you!			
	Comments:			
12				
	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	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in y cated to providing quality service. In order to help us improve our quality of service to you, pleater this important survey.						
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper						
	OVERALL						
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dis with our most recent plumbing repair?	satisfied were you					
٠	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	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 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 telephone representative on the following: Very Poor Excellent						
	Overall						
	Courteous						
	Knowledgeable	(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 Same day I called Three days after I called Three days after I called Same day of the week would you prefer service?			
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			
	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?			
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 Big Tob - and day to do concrete around sump pum + closed drains			
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.	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 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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g	Comments: fat was great - friendly + KNO WL Edgeable!			
-	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.			