

(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED
JAN 1-5 2020

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

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

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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	r I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day										
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time										
12.	Were you contacted by phone to confirm the appointment? Yes \(\sum \text{No}\)										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent										
	Professionalism										
	Knowledgeable	Did No.									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.											
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.										
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:										
-											
	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 prov	ided.									



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	QUESTIONS ABOUT SCHEDULING										
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13.	Please rate the service technician on the following: Very Poor Excellent										
	Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ☑ 10										
	Knowledgeable	MIJ N. L									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain									
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	QUESTIONS ABOUT WNY PLUMBING CO.	Janonea									
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	Comments:										
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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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1.	Where have you Newspape Google Other	er 🔲 F	riend Jsed us Be	efore	Billboa Logo d	ard		Y)		
				OVE	RALL					
2.	Considering ever with our most re	ything from yo cent plumbing	ur initial cal repair?	I to the con	npletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u></u> 3 <u></u>] 4 □ 5	<u></u> 6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet	your expec	tations?					
	Fell Far Below Your Expectations	□1 □2	<u></u> 3 <u></u>	1 4 □ 5	<u></u> 6	7	8	9	№ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well o	did WNY Plu	ımbing c	ompare	with yo	our idea	! ?	
	Very Far From Your Ideal	□1 □2	<u>3</u>]4	<u></u> 6	<u> </u>	8	<u>9</u>	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	o use WNY F	Plumbing the	e next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u> </u>]4	<u>6</u>	□ 7	8	<u> </u>	1 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	o recommen	ıd WNY Plur	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not									Definitely Will
	Recommend	<u> </u>	<u> </u>	」 4 □ 5	<u> </u> 6	/	8	∐9	≥ 10	Recommend
7.	Please rate the te	elephone repre Very Poor	<u>sentative</u> or	n the follow	ing:				Excellent	
	Overall	\square_1 \square_2	Пз Г	1 4 □5	П ₆	7	□ 8	9	№ 10	
	Courteous	12]4 □5	<u></u> 6	<u></u> 7	8	□9	10	
	Knowledgeable	- $ 1$ 1 2		4	\Box_6		<u></u> 8			
						'	0	<i>3</i>	स्त्र्यं । ०	(OVER)

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	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent										
	Professionalism □ 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										
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	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 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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1.	Where have you	seen or heard	about WNY Pl	umbing? ("X"	ALL THA	T APPL	Y)		
	Newspape	r 🔀 F	riend	Billbo	ard				
	Google	<u> </u>	sed us Before	e Logo	on Truc	k			
	Other	*							
				OVERALL					
2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the completion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectations	?				
	Fell Far Below Your Expectations	<u> </u>	□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 yo	our idea	?	
	Very Far From Your Ideal	12	<u>3</u> <u>4</u>	□5 □6	7	8	9	X 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	_1 _2	□3 □4	□ 5 □ 6	<u> </u>	<u>8</u>	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	Services t	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□5 □6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:				Excellent	
	Overali	$\Box_1 \Box_2$	\square_3 \square_4	□5 □6	□ ₇	□8	П 9	X 10	
	Courteous	1 2	3 4	□5 □6		8	9	区10	
	Knowledgeable	□1 □2	<u></u>	<u></u>	<u> </u>	8	<u> </u>	× 10	(OVER)

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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?										
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15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
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10.	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 6 A Satisfied										
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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!										
-	Execulent work will definitly use your guys Again fair Prices! If you would like us to call you, please fill in your telephone number: ()										
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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Generally, on which one day of the week would you prefer service? Longer than three days after I called Both Dump a HWT facility at the part that the part of the week would you prefer service?										
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	QUESTIONS ABOUT THE REPAIR ITSELF										
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	Professionalism Very Poor 1 2 3 4 5 6 7 8 9 10										
	Knowledgeable										
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) \(\bigcap \) No (CONTINUE)										
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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!										
# <u></u>	Comments: (11 (pt 2) Remains to be seen. Ude not have any paper wark on the mus water Sump pump ar warrents.										
l	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 PI	umbing?	("X" ALL	THAT APPL	.Y)		
	Newspaper	r 🔲 F	riend		Billboard				
	Google	□ U	sed us Before	e 🔲 L	ogo on ·	Truck			
	Other MA	RRAND							
			ALL DESCRIPTION	OVER	ALL				
2.	Considering ever with our most red			the comp	letion of t	he repair, ho	ow satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	5	□6 □	7 🗌 8	9	⊠ 10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair se	ervice meet you	ır expecta 5	tions? □6 □		<u></u> 9	⊠ 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plum	nbing com	npare with y	our idea	l? ⊠10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plun	nbing the	next time	you need pl	umbing	service?	Tour Ideal
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	5	□6 □	7 🗌 8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	NY Plumb	oing Servi	ices to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	☐6	7 🗌 8	<u> </u>	X 10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on th	e followin	g:			Excellent	
	Overall	□1 □2	□3 □4	<u></u> 5 [<u></u>] 7	9	X 10	
	Courteous	☐1 ☐2	□3 □4	<u></u> 5 [<u></u>	7 🗌 8	9	1 0	
	Knowledgeable	12	3 4	□ 5 [<u></u> 6 [7 🗌 8	9	1 0	(OVER)

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	Trustworthiness Standing Behind Their Work 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! A (ready did)										
_	Comments: / Very pleased with company, service, and technician sent (Taylor).										
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	Newspape	er 🗌 F	riend		Billboa	ard				
	Google	r/\rightarrow	Jsed us Bef	ore \Box	Logo	on Truc	k			
	Other	71			5					
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call repair?	to the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	<u></u> 3 <u></u>	4	<u></u> 6	7	8	9	10	Extremely Satisfied
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	Definitely Will Not Use Next Time	□1 □2	□з □	4	□ 6	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you t	o recommend	WNY Plur	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_3 _	4	□6	<u> </u>	<u>8</u>	<u></u> 9	7,0	Definitely Will Recommend
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		Very Poor			Ü				Excellent	
	Overall	□1 □2	<u>3</u>	4 🔲 5	<u></u> 6	7	8	9	X 10	
	Courteous	12	□3 □	4 🔲 5	<u></u> 6	7	□8	<u> </u>	10	
	Knowledgeable	□1 □2	3	4 🔲 5	<u></u> 6	7	8	<u> </u>	4 10	(OVER)

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	Comments:										
-											
	If you would like us to call you, please fill in your telephone number: ()	ed.									



487 Erie Street Lancaster, NY 140

JAN 2 9 2020

1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL		100			
2.	Considering ever with our most re	ything f cent plu	rom you imbing i	ur initial repair?	call to t			of the r	epair, ho	w satis	fied or diss	satisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	5	<u></u> 6	7	<u> </u>	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	<u>2</u>	3	<u>4</u>	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	1?	
	Very Far From Your Ideal	1	2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	NY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	2 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recom	mend W	NY Plum	nbina Se	ervices	to a frier	nd?		
	Definitely Will Not		, 									Deficited Mari
	Recommend	<u> </u>	2	<u></u> 3	4	5	∐6		8	<u></u> 9	1 0	Definitely Will Recommend
7.	Please rate the te	elephone Very Po	-	sentativ	e on the	followin	ng:				Excellent	
	Overall	∏ ₁		\square_3	\Box_{A}		Пе	\square_{7}	□ 8	П 9	10 Excellent	
	Courteous					☐-					A	
			<u>2</u>	3	<u> </u> 4	<u></u> 5	<u> </u> 6	<u></u> □ 7	<u> </u> 8	<u> </u> 9	10	
	Knowledgeable	∐ 1	2	3	<u></u> 4	5	<u></u> 6	<u></u> 7	8	9	X 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 9 710 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 40 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							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness							
	House best in Taly 2015 - tark intalled by one. Pibt goes out use often than it should per tech Also tech mentioned excessive Condensation in Priot aca and Corrosion, man need to replace under worranty 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.							





487 Erie Street Lancaster, NY 14086

1.	Where have you Newspaper Google Other	r 💹 Fr	about WNY Pl riend sed us Befor		("X" ALL THA Billboard Logo on Truc		Y)		
				OVER	ALL				
2.	Considering ever with our most red	ything from you cent plumbing r	ır initial call to epair?	the compl	letion of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	12	<u>3</u> 4	<u></u> 5	□ 6 □ 7	8	X 9	<u> </u>	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet you	ur expectat	tions?				
	Fell Far Below Your Expectations	12	☐ 3 ☐ 4	<u></u> 5	□6 □7	8	⊠ 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plum	bing compare	e with yo	ur idea	l?	
	Very Far From Your Ideal	12	☐ 3 ☐ 4	<u></u> 5	☐6 ☐7	8	X 9	<u> </u>	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plur	nbing the r	next time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	□6 □7	8	<u>9</u> ,	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend V	VNY Plumb	oing Services	to a frie	nd?		
	Definitely Will Not Recommend	_1 _2	□3 □4	□ 5	☐6 ☐7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone repres	<u>sentative</u> on th	e following	g:			Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	□ ₅ [□ 6 □7	Па	Xo	□ ₁₀	
	Courteous	\Box 1 \Box 2	\square 3 \square 4	\square_5 [X 9	☐ ₁₀	
	Knowledgeable	1 <u></u> 2	□3 □4	<u></u> 5 [6	<u></u> 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
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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)
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
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!
-	Comments: Very pleased with their servicing.
-	<i>-</i>
	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.



487 Erie Street Lancaster, NY 14086

RECEIVED JAN 8 2020

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

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

| Rillboard |

	Newspape	er 📈 F	riend		Billboa	ard				
	Google	Έ (Jsed us Befor	e 🔲	Logo	on Truc	k			
	Other									
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	12	☐3 ☐4	<u></u> 5	□6	7	8	9	10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet yo	ur expect	tations?					
	Fell Far Below Your Expectations	12	<u>3</u> 4	<u></u> 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service.	How well did	WNY Plu	mbing o	compare	with yo	our idea	1?	
	Very Far From Your Ideal	_1 _2	<u>3</u> 4	5	<u>6</u>	<u></u> 7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plur	nbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	<u></u> 6	<u> </u>	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend \	VNY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5	<u> </u>	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on th	e followi	na:					
	. -	Very Poor			J				Excellent	
	Overall	12	☐ 3 ☐ 4	<u></u> 5	□6	7	□8	9	10	
	Courteous	<u> </u>	□3 □4	<u></u> 5	<u></u> 6	<u> </u>	8	9	10	
,	Knowledgeable	□1 □2	☐3 ☐4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	10	(OVFR)

	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	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 <u>service technician</u> 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	*
		Did Not
		Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
140.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	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.	Outroite a
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7	
(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 provides	 ded.



487 Erie Street Lancaster, NY 14086



	Google Other	ΔU	sed us Befor	е Ц	Logo	on Truc	k			
				OVE	RALL	100				
2.	Considering ever with our most re	rything from you cent plumbing i	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	<u>3</u> 4	<u></u> 5	<u>6</u>	7	8	9	⊠10	Extremely Satisfied
3.	To what extent of	lid this repair se	ervice meet you	ır expec	tations?					
	Fell Far Below Your Expectations	12	<u>3</u> 4	<u></u> 5	<u></u> 6	7	8	9	⊠10	Far Exceeded Your Expectations
4.	Imagine an idea	I repair service.	How well did	WNY Plu	mbing c	compare	with yo	our idea	l?	
	Very Far From Your Ideal	_1 _2	□3 □4	□ 5	□6	<u> </u>	8	9	⊠ 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plun	nbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</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 are you to	recommend V	VNY Plur	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u></u> 9	⊠10	Definitely Will Recommend
7.	Please rate the t	telephone repres	sentative on th	e followi	ng:				Excellent	
	Overall	□1 □2	□3 □4	<u></u> 5	<u></u> 6	7	8	<u> </u>	×10	
	Courteous	<u> </u>	<u>3</u> 4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	×10	
	Knowledgeable	□1 □2	<u></u>	5	<u>6</u>	□ 7	8	9	⊠ 10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very							
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12.	Were you contacted by phone to confirm the appointment? Yes No Cont remember							
	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 X 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
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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:							
-								
	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.							



Excellent

(OVER)

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7.

Overall

Courteous

Knowledgeable

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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 Newspaper Billboard Used us Before Logo on Truck Google Other OVERALI Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 8 X 9 4 5 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 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 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 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:

Very Poor

	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 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? 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: 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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(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED JAN 1 3 2020

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 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 4 15 6 8 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 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 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

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						
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	Knowledgeable						
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487 Erie Street Lancaster, NY 14086

RECORD D

JAN 15 2

1.	Where have you	ı seen c	r heard	about '	WNY Plu	umbing	? ("X" <i>l</i>	ALL TH	AT APPL	.Y)		
	Newspape			riend			Billboa			•		
	Google		×υ	sed us	Before		Logo	on Truc	ck			
	Other		,									
					11-1	OVE	RALL	3,5791				
2.	Considering ever with our most re	rything f cent plu	from you Imbing I	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	□ 7	□8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing c	ompare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□6	<u> </u>	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely ard	e you to	use WN	IY Plum	bing the	next ti	ne you	need plo	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u></u> 6	<u></u> 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recom	nend W	NY Plum	nbing Se	ervices	to a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	□8	9	1 0	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	entativ	e on the	followi	ng:					
		Very Po	or		•						Excellent	
	Overall	1	2	3	<u>4</u>	<u></u> 5	6	7	8	9	10	
	Courteous	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	X 10	
	Knowledgeable	<u></u> 1	\square_2	П з	\prod_4	5	П ₆	П 7	8	— 19	10	
					<u> </u>			<u> </u>			١٥	(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 Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following: mike took the time to repair and explain very Poor Very Poor Excellent
	Professionalism Very Poor Professionalism 1 2 3 4 5 6 7 8 9 10 planning company for my last job
	Knowledgeable 1 2 3 4 5 6 7 8 9 X 10 because you want
	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) \(\bigcap \) 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
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments: See above about Mike the Service plumbet. It was very nice to have an afficient a protessional plumbet.
	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.



487 Erie Street Lancaster, NY 14086 RECEIVED
JAN 2 4 2026

We v	vould like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are
	cated to providing quality service. In order to help us improve our quality of service to you, please take a minute to
answ	ver this important survey.
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

1.	Where have you	ı seen o	r heard	about \	WNY Plu	ımbing?	? ("X" /	ALL THA	AT APPL	Y)		
	Newspape	r	F	riend		Ň	Billboa	ard		,		
	Google		<u> </u>		Before			on Truc	k			
	= -	-> u					_			ano.	pathio	home.
						OVE						
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	<u>2</u>	Пз	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	<u></u> 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	<u></u> 4	5	□6	7	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	Пз	<u></u> 4	<u></u> 5	□6	_7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephon	e repres	sentativ	e on the	followin	ng:					
		Very Po					J				Excellent	
	Overall	<u> </u>	2	<u></u> 3	4	5	□6	□7	8	9	X 10	
	Courteous	1	<u>2</u>	<u></u> 3	<u>4</u>	<u></u> 5	<u></u> 6	<u> </u>	8	9	⊠ 10	-111
	Knowledgeable	1	2	3	4	<u></u> 5	□6	<u> </u>	8	9	1 10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days 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. 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? X 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?									
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Wish part was a vailable locally Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 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!									
-	Mile, your technician, was A+.									
	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.									



JAN 2 3 2020

487 Erie Street Lancaster, NY 14086

dedi	would like to that cated to providing ver this important	g quality	/ service	ng WNY e. In ord	Plumbi der to he	ng the d elp us in	opportu nprove	nity to s our qua	service lity of se	the plui ervice to	mbing in yo you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billbo			.Y)		
					J. S	OVE	RALL					
2.	Considering ever with our most re	rything cent pl	from yo umbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	□6	7	<u> </u>	<u> </u>	70	Extremely Satisfied
3.	To what extent d	lid this	repair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	_2	□3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	1?	
	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 unl	likely ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	Пз	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time
ô.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing Se	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	<u></u> 3	<u></u>	<u></u> 5	<u>6</u>	<u></u> 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Forellant	
	Overall		2	<u></u> 3	<u>4</u>	<u></u> 5	<u></u> 6	<u> </u>	<u>8</u>	<u></u> 9	Excellent 10	
	Courteous	<u> </u>	\square_2	Пз	1 4	5	<u></u>	\square_7	8	9	01	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>□</u> 6		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 70 Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 15+ Cog II The day after I called									
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable 1 2 3 4 5 6 7 8 9 10									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 710 Explain									
14a.	a. 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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order FIXTURE									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Wot applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness									
	Comments: Professional, Kind & Knowledgeable Wanted highly recommend									
	If you would like us to call you, please fill in your telephone number: ()									