



(OVER)



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) Newspaper Friend Billboard Google Logo on Truck 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 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 13 4 15 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** 15 Recommend Recommend Please rate the telephone representative 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 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?								
	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)								
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 Excellent								
	Trustworthiness								
-	Kicky did an excellent job - He was yeth thorough and knowledgeable. I'd have him do he here repairs. 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

dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r 💆 Fr		В	"X" ALL THA illboard ogo on Truc		()		
				OVER!	ALL				
2.	Considering ever with our most re			the comple	etion of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	□ 6 □ 7	□ 8	9	区10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectati	ions?				
	Fell Far Below Your Expectations	□1 □2	3 4	<u></u>	□ 6 □ 7	8	<u> </u>	½ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumb	oing compare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u></u>	☐6 ☐ 7	8	9	X 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the n	ext time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	1 2	□3 □4	<u></u>	□ 6 □ 7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbi	ing Services	to a frier	nd?		
	Definitely Will Not Recommend	12	□3 □4	<u></u> 5 [□ 6 □ 7	8	<u>9</u>	1 0	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	following	•				
		Very Poor		Ü				Excellent	
	Overall	☐ 1 ☐ 2	□ 3 □ 4	<u></u>	□ 6 □ 7	8	9	1 0	
	Courteous	<u> </u>	□ 3 □ 4	<u></u>	□ 6 □ 7	8	9	X 1.0	

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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 X 10 Explain								
14a.	. Did we complete the repair on our first trip to your home? X 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								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness								
_	Comments: SERVICE TECHNICIAN VERY KNOWLEDGEABLE AND TOOK TIME TO EXPLAIN THE ISSUES. 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 05 2022

www.wnyplumbing.com

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 Newspape Google Other		Fr	riend	VNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most red	ything fr cent plui	om you mbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet youi	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plu	mbing c	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	X 10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	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	you to	recomr	nend W	NY Plun	nbing Se	ervices	to a frie	nd?	·	
	Definitely Will Not Recommend	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	☐ ₆	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u></u> 1	2	□3	<u>4</u>	□ 5	□6	□ 7	□8	<u> </u>	10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	10	
	Knowledgeable	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<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 40 Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Longer than three days after I called							
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 0							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 70 Explain							
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16)							
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 No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied	-						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness 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: The repair man was excellent. We ar	_e						
-	sowers your wfor for future + well call you I's	y						
	If you would like us to call you, please fill in your telephone number: ()	ny						





(OVER)

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dedic		quality se									ur home. We are e take a minute to
1.	Where have you Newspape Google Other	-	Frie		[Billbo			Y)		
					01	/ERALL					
2.	Considering ever with our most red	ything fro	m your i bing rep	nitial cal air?	I to the o	ompletior	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1 [_2 []3 []4 [5 🗆 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this rep	air servi	ce meet	your exp	ectations	?				
	Fell Far Below Your Expectations	1 [2 [<u></u>]4 [5 🗌 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	rvice. H	ow well	did WNY	Plumbing	compare	e with yo	our idea	l?	
	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 y	you to us	se WNY F	Plumbing	the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1 [<u> </u>]3 []4 []5 []6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	you to re	commer	nd WNY F	Plumbing \$	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1 [2 []3 []4 []5 🗌 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone Very Poo		<u>ntative</u> or	n the foll	owing:				Excellent	
	Overall	1 <u></u>	72 [∃ 3 Г	74 F	5 🗆 6	7	8	<u></u> 9	1 0	
	Courteous		 П ₂ Г	$\exists_3 \vdash$] ₄ [ls	<u></u>	8			
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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 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:						
	Very Poor Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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15b.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!						
	Comments:						
	I WAS VERY IMPRESSED WITH THE SEVICE PROVIDED BY MIKE Mª DONOUGH. HE SET THE BAR HIGH FOR SEVICE TECHNICIANS, HE IS A KEEPER!!						
l If	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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(OVER)

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Knowledgeable

dedi	would like to thar cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the opportu elp us improve	nity to serv our quality (ice the plun of service to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 Fr	about WNY Plu riend sed us Before	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re	ything from you cent plumbing r	ir initial call to t epair?	the completion	of the repai	ir, how satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	3 4	□5 □6]8 □9`	10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r 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 V	VNY Plumbing	compare wi	th your idea	?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 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 ti	me you nee	ed plumbing	service?	
	Definitely Will Not Use Next Time	_1 _2	<u>3</u> <u>4</u>	□5 □6	7	ີ8 □ 9ົ	10	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	7	8 🔲 9 🔭	10	Definitely Will Recommend
7.	Please rate the te	elephone repres Very Poor	entative on the	following:			Excellent	
	Overall	1 2	<u></u>	□5 □6		B D9	10	
	Courteous	$\prod_1 \prod_2$	\square_3 \square_4	$\square_5 \square_6$	\square_7	اه ا آه	X 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
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?
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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? 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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	Comments: Mike is glass beyond excellent whis professionalism expertise, kindness. He leaves thing clean and everall perfect. We glass so you would like us to call you, please fill in your telephone number: () are home and consider thank You for Your HELP! Please return this questionnaire in the postage-paid envelope provided.



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				OVERALL					
2.	Considering ever with our most red	ything from you cent plumbing r	r initial call to t epair?	he completion	of the re	pair, hov	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	7	8	<u> </u>	No	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet your	expectations	?				
	Fell Far Below Your Expectations	□1 □2	<u></u>	□5 □6	7	8	9	10	Far Exceeded Your Expectations
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	Very Far From Your Ideal	□1 □2	☐ 3 ☐ 4	□5 □6	□ 7	8	9	10	Matches Your Ideal
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	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	7	8	<u> </u>	1 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	9	10	Definitely Will Recommend
7.	Please rate the te	elephone repres Very Poor	entative on the	following:				Excellent	
	Overall	□1 □2	□3 □4	□5 □6	7	<u> </u>	9	10	
	Courteous	12	☐3 ☐4	□5 □6	7	8	<u> </u>	10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10

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	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							
	Explanation of Renair 1 2 2 14 15 16 17 19 10 Did Not							
4.4	Explain							
14a. 14b.								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
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	Trustworthiness 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: Dan + Mike always follow up would never use any other plumber							
	f you would like us to call you, please fill in your telephone number: ()							







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dedic	vould like to thar cated to providing ver this important	you for giving WNY Pluquality service. In order survey.	mbing the op to help us imp	portunity to so prove our quali	ervice the plumb ity of service to y	oing in you ou, please	r home. We are take a minute to
1.	Where have you Newspape Google Other	seen or heard about WN Friend Used us Be		("X" ALL THA Billboard ∟ogo on Trucl	ŕ		
			OVER	ALL			(1) 10 THE ROLL OF THE ROLL O
2.	Considering ever with our most re	thing from your initial ca ent plumbing repair?	ll to the comp	letion of the re	pair, how satisfic	ed or dissa	tisfied were you
	Extremely Dissatisfied	□1 □2 □3 □] 4 □ 5	□ 6 □ 7	□8 □9 ∫		Extremely Satisfied
3.	To what extent d	d this repair service meet	your expecta	tions?			
	Fell Far Below Your Expectations	☐1 ☐2 ☐3 ☐	4 5	□6 □7		XIII	Far Exceeded Your Expectations
4.	•	repair service. How well	did WNY Plum	nbing compare	with your ideal?)	
	Very Far From Your Ideal	☐1 ☐2 ☐3 ☐	4 5	□6 □7		XITH	Matches Your Ideal
5.	How likely or un	kely are you to use WNY l	Plumbing the	next time you	need plumbing s	ervice?	
	Definitely Will Not Use Next Time	□1 □2 □3 □] 4 □ 5	□ 6 □ 7	□8 □9 ∫	1/11/1	Definitely Will Use Next Time
6.	How likely or un	kely are you to recomme	nd WNY Plumb	oing Services t	to a friend?		
	Definitely Will Not Recommend	1 2 3	□ 4 □ 5	□ 6 □ 7	8 9	A 110	Definitely Will Recommend
7.	Please rate the t	lephone representative o Very Poor	n the following	g:	E	Excellent	
	Overall	1 <u></u>] 4 □ 5 [□ 6 □ 7	■8 ■9 [X 10	
	Courteous	123] 4 □ 5 [<u>6</u> <u>7</u>	8 9	2 (10	
	Knowledgeable	□1 □2 □3 □] 4	□ 6 □ 7	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 1	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 <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 2 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.	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
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
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:	
-		
	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 provice	ded.



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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

answ	ver this important	survey.										¥/
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1	_2	3	<u></u> 4	5	<u> </u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	pair se	rvice m	eet you	r expect	ations?	7	<u>8</u>	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	ervice.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	1	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	3	<u></u> 4	5	<u> </u>	7	<u> </u>	<u> </u>	X 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomi	mend W	NY Plun	nbing S	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	_1	_2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the t	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	3	4	<u></u> 5	□6	7	8	9	1 0	
	Courteous	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	2 10	
	Knowledgeable	1	<u></u> 2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	1 0	(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	r 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 □1 □2 □3 □4 □5 □6 □7 □8 □9 ▼10	
	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 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	Extremely
S. R.	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
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!	
	Can't SAM enough about the Quarity Professionalism + America of Your Canfer Over which 2 this. + Called when he was on this way "this to came A Second time for 1850e to the was more than generals in the price. Very Pleased with Definition you would like us to call you, please fill in your telephone number: () Your temporal THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided	AN UNRELATED itely Recommend





Mike

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BAN

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	cated to providing ver this important		. In order to he	elp us improve o	our qualit	y of sei	rvice to	you, pleas	e take a minute to
1.	Where have you Newspape Google Other	r 🔲 F	about WNY Pluriend sed us Before	Billboa			()		
				OVERALL					
2.	Considering ever with our most re			the completion	of the rep	oair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	<u> </u>	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations?					
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	□5 □6	7	8	2 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	WNY Plumbing o	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u> </u>	3 4	□5 □6	7	8	X 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next ti	me you n	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	□5 □6	7	8	<u> </u>	× 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing So	ervices to	a frier	nd?		
	Definitely Will Not Recommend	□1 □2	3 4	□5 □6	7,	<u>8</u>	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	e following:					
		Very Poor				+		Excellent	
	Overall	12	□ 3 □ 4	□ 5 □ 6	7	8	× 9	10	
	Courteous	□1 □2	3 4	□5 □6	□ 7	8	× 9	<u> </u>	
	Knowledgeable	□1 □2	□3 □4	□5 □6	7	8	X 9	<u> </u>	(OVER)

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

	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 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 No No No No No No N
	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 Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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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 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!
-	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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ansv	ver this important	survey.					-				
1.	Where have you Newspape Google Other		eard about \ Friend Used us			Billboa			Y)		
					OVE	RALL					
2.	Considering ever with our most re	ything fron cent plumb	n your initial ing 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></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 repa	iir service m]2	eet you	r expect	ations?	7	□ 8	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair serv	vice. How w	ell did V	VNY Plu	mbing o	ompare	with yo	our idea	l? 1210	Matches Your Ideal
5.	How likely or unl	ikely are yo	ou to use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 4	5	<u></u> 6	<u></u> 7	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	ou to recomr	nend W	NY Plun	nbing S	ervices	to a frie	nd?	,	
	Definitely Will Not Recommend	_1 _	2	<u></u> 4	<u></u> 5	□6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephone re Very Poor	<u>epresentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1]2	4	5	<u>6</u>	7	□8	9	10,	
	Courteous	1]2	4	<u></u> 5	<u></u> 6	□ 7	■8	<u> </u>	10	
	Knowledgeable	1	2 3	4	<u></u> 5	<u></u> 6	7	8	9	10	(OVER)

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

	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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	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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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 Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 40 Satisfied Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness	
	Comments:	
-		
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Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 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** 7 ×8 Extremely 15 16 14 **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** 14 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 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	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	r 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:	
	Very Poor Excellent Professionalism	
	Professionalism	
	Knowledgeable	Did Not
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
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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dedi		quality ser									our home. We are se take a minute to
1.	Where have you Newspape Google Other		eard about V Friend Used us			Billboa			Y)		
					OVE	RALL					
2.	Considering ever with our most re			call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1]2	<u></u> 4	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	X 10	Extremely Satisfied
3.	To what extent d	lid this repa	ir service m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	<u></u> 4	5	□6	<u> </u>	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair serv	rice. How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	4	5	<u></u> 6	7	8	9	1 0	Matches Your Ideal
5.	How likely or un	likely are yo	ou to use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or un	likely are yo	ou to recomn	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	<u>4</u>	<u></u> 5	6	7	8	9	1 10	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	epresentative	e on the	followi	ng:				Excellent	
	Overall			\square_{4}			\square_{7}		\Box_{\circ}	 ■ ■ ■ ■ ■ ■ ■ ■ ■ 	
]2 [_]3	<u> </u>	<u></u> □ 5			<u></u>	<u> </u> 9	5 7	
	Courteous	<u> </u> 1]2	<u></u> 4	<u></u> 5	<u> </u> 6	<u></u> □7	<u></u>	<u> </u> 9	X 10	
	Knowledgeable	□1]2 🔲 3	\Box 4	5	□6	\square 7	8	9	X 10	(OVED)

	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
	Professionalism
	Knowledgeable $\boxed{1}$ $\boxed{2}$ $\boxed{3}$ $\boxed{4}$ $\boxed{5}$ $\boxed{6}$ $\boxed{7}$ $\boxed{8}$ $\boxed{9}$ $\boxed{10}$
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? 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
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness
-	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.