



www.wnyplumbing.com

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) 1. Billboard Friend Newspaper Logo on Truck Used us Before 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 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 your ideal? 4. **Very Far From** Matches 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** 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 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. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.)						
12.	Were you contacted by phone to confirm the appointment? Yes \(\sigma\) 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						
	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.							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied 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:						
-	grung a lock and we had family coming.						
	If you would like us to call you, please fill in your telephone number: ()						





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi		quality service						our home. We are e take a minute to
1.	Where have you Newspape Google Other	er Fi	about WNY Plu riend sed us Before	Billb	" ALL THA loard o on Truc			
				OVERAL	L			
2.	Considering ever with our most re			the completio	n of the r	epair, how	satisfied or dissa	atisfied 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	rvice meet you	r expectation	s?			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	□5 □	6 🗌 7	8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbin	g compare	e with your	ideal?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	□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 plum	bing service?	
	Definitely Will Not Use Next Time	□ 1 □ 2	<u>3</u> 4	<u></u> 5	6 🗌 7	8	9 110	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services	to a friend	?	
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5 □	6 🔲 7	8	9 🗆 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	following:			Excellent	
	Overall	□ ₁ □ ₂	$\Box_3 \Box_4$	□5 □6	s □ ₇	□8 [9 210	
	Courteous							
			□3 □4	□5 □6			19 10 10 10 10 10 10 10 10	
	Knowledgeable	∐ 1 ∐ 2	 3 4	<u>5</u> 6	S ∐7	<u></u> 8 ∟		(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?
	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.	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 Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
-	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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	4	<u></u> 5	□ 6	7	8	9	<u> </u>	Extremely Satisfied
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	5	<u>6</u>	7	8	D 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	e with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	□6	7	8	Ø 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely ard	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	Пз	4	<u></u> 5	□ 6	<u> </u>	8	9	<u> </u>	Definitely Will Use Next Time
ô.	How likely or unl	ikely ar	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend		_2	□3	<u></u> 4	<u></u> 5	□ 6	_7	8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followin	ng:				Excellent	
	Overall		□2	Пз	4	<u></u> 5	□ 6	□ 7	 8	<u> </u>	<u> </u>	
	Courteous	1	2	3	4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	<u></u> 10	
	Knowledgeable	1	2	3	4	<u></u> 5	□ 6	7	8	P 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.)	
12.	Were you contacted by phone to confirm the appointment? Yes \sum No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Professionalism Very Poor Excellent Professionalism 1	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain]
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: Very Poor Excellent	
	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: ()	



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other	_	ard about \] Friend] Used us			Billbo			Y)		
					OVE	RALL					
2.	Considering ever with our most red			call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	4	5	<u> </u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair	r service m 2 3	leet you	r expect	ations?	□ 7	8	9	Q10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	<u> </u>	ce. How w	vell did V	VNY Plui	mbing o	compare	with yo	our idea	10	Matches Your Ideal
5.	How likely or unl	ikely are you	ı to use WI	NY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 □	2	4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you	ı to recom	mend W	NY Plum	nbing Se	ervices	to a frier	nd?	. /	
	Definitely Will Not Recommend	_1 _	2	4	<u></u> 5	□ 6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone rep Very Poor	oresentativ	e on the	followi	ng:				Excellent	
	Overall	_1 _	2 🔲 3	4	<u></u> 5	<u></u> 6	7	□ 8	<u> </u>	10	
	Courteous	□1 □	2 🔲 3	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	9	X 1,0	
	Knowledgeable	1	2 3	<u></u> 4	<u></u> 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	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	· 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 Very Poor Excellent Professionalism 1	
	Knowledgeable	Did No.
	Explanation of Repair 1 2 3 4 5 6 7 8 9 70	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	
	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 If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
15b. 16.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?	
10.	Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 6 7 8 9 10 7 8 9 10	
	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 provi	ded.





JAN 05 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic		quality service							ur home. We are at take a minute to
1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pl riend sed us Befor	□В	"X" ALL TH Billboard ogo on Tru		Y)		
				OVER/	ALL				
2.	Considering ever with our most re			the compl	etion of the	repair, ho	w satisfied	d or dissa	tisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5 [□6 □7	8	□9 🛚	10	Extremely Satisfied
3.	To what extent of Fell Far Below Your Expectations	lid this repair se	rvice meet you	ır expectat	tions? 67	8	Д 9 [] 10	Far Exceeded Your Expectations
4.	Imagine an idea Very Far From Your Ideal	repair service.	How well did	WNY Pluml	bing compar	e with yo	our ideal?	1 10	Matches Your Ideal
5.	How likely or un Definitely Will Not Use Next Time		use WNY Plun	nbing the n	next time you	need pl	umbing se	rvice?	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	/NY Plumb	ing Services	to a frie	nd?		Ose Next Time
	Definitely Will Not Recommend	□1 □2	<u>3</u> <u>4</u>	<u></u> 5 [□ 6 □ 7	8	□9 🏃	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following	j:		Ex	cellent	
	Overall	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	□9 /	1 10	
	Courteous	☐1 ☐2	☐ 3 ☐ 4	<u></u>	□ 6 □ 7	8	□9 🖟	10	
	Knowledgeable	□1 □2	☐ 3 ☐ 4	□5 [□ 6 □ 7	8	□9 □	∏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 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. 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: 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.	
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:
	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.





RECEIVED JAN 0 5 2023

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. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Billboard Jsed us Before Google Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were vou 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 **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 telephone representative on the following: 7. **Very Poor Excellent** Overall Courteous Knowledgeable

	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							
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.)							
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?							
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 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: Thank you 80 much for helping to thaw the pipe to my tankless hot water heater - just a suggestion. The serviceman said a heat gun If you would like us to call you, please fill in your telephone number: (116) 435 8588							
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. would have helped. He Lidn't have one on the truck - I didn't eithe							

JAN 09 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic		k you for giving W quality service. In survey.							
1.	Where have you Newspape Google Other	<u> </u>		Billbo			Y)		
				OVERALL					
2.	Considering ever with our most re	ything from your ir cent plumbing repa	nitial call to the nir?	he completior	of the re	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2 □	3	<u></u>	7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair servic	e meet your 3	expectations		<u> </u>	⊠9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service. Ho	w well did W]3	/NY Plumbing	compare	with yo	ur idea	l? ⊠10	Matches Your Ideal
5.	How likely or un	ikely are you to use	e WNY Plumb	oing the next	time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	☐1 ☐2 ☐	3 🔲 4	<u></u>	7	8	<u> </u>	1 10	Definitely Will Use Next Time
6.	How likely or un	ikely are you to red	ommend WI	NY Plumbing S	Services 1	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2 □	3	□5 □6	7	8	<u> </u>	<u>×</u> 10	Definitely Will Recommend
7.	Please rate the t	elephone represent Very Poor	ative on the	following:				Excellent	
	Overall	□1 □2 □	3 🔲 4	□ 5 □ 6	7	□ 8	<u> </u>	⊠ 10	
	Courteous	□1 □2 □	3 🔲 4	<u></u>	7	8	<u> </u>	1 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
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
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.	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 \$\text{1} & 2 & 3 & 4 & 5 & 6 & 7 & 8 & 9 & 10 \\ Standing Behind Their Work \$\text{1} & 2 & 3 & 4 & 5 & 6 & 7 & 8 & 9 & 10 \\ \$\text{Please check this box if you will also use an online rating service, Thank you!} \$\text{Excellent}\$
	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.



(OVER)





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality service						ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 💆	d about WNY Pl Friend Used us Befor	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re			the completion	of the repa	air, how 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	lid this repair s	service meet you	ur expectations	?			
	Fell Far Below Your Expectations	□1 □2	3	□5 □6	7	8 🗌 9	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service	e. How well did	WNY Plumbing	compare w	ith your 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	likely are you	to use WNY Plun	nbing the next t	ime you ne	ed 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 unl	likely are you	to recommend V	VNY Plumbing S	Services to a	a friend?		
	Definitely Will Not Recommend	□1 □2	3	□ 5 □ 6	7	8 🗌 9	1 0	Definitely Will Recommend
7.	Please rate the t	elephone repr	<u>esentative</u> on th	e following:				
		Very Poor					Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □6	□7	8 🗌 9	10	
	Courteous	□1 □2	☐3 ☐4	□ 5 □ 6	□7	8 🔲 9	\(\sime\) 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							
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? X 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 1 2 3 4 5 6 7 8 9 ▼10							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) 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 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: THANK YOU DAN 140U ARE ALWAYS GREAT TO WORK WITH! 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.							



WNY PLUMBING CO

JAN 09 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic	would like to than cated to providing ver this important	quality service							
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pli riend sed us Befor		(" X" ALL TH Billboard .ogo on Tru		7)		
				OVER	ALL				
2.	Considering ever with our most red	ything from you cent plumbing	ur initial call to repair?	the compl	letion of the r	epair, hov	w satisfie	d or dissa	itisfied were you
	Extremely Dissatisfied	□1 □2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	ır expectat	tions?				
	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 service.	How well did \	NNY Plum	bing compar	e with yo	ur ideal?		
	Very Far From Your Ideal	☐1 ☐2	□3 □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 r	next time you	ı need plu	ımbing se	ervice?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u> </u>	□ 6 □ 7	8	□9 Д	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumb	ing Services	to a frien	d?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5 [□ 6 □ 7	8	□9 }	1 10	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	e following	g:		E	xcellent	
	Overall	□1 □2	☐3 ☐4	<u></u>	□ 6 □ 7	□ 8	□ 9 ₽	⊴10	
	Courteous	1 <u></u> 2	3 <u></u> 4	5 [8			
	Knowledgeable	<u> </u>	<u>3</u> <u>4</u>	<u></u> 5 [□ 6 □ 7	□ 8	□ 9 ∑	⊴ 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 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 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 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, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						







www.wnyplumbing.com

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) 1. Newspaper Friend Billboard 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** 15 6 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 your ideal? 4. **Very Far From Matches** 6 4 5 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. **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. 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 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? K 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.								
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 Wor							
	Comments: WAS OHSTandry & explained everything							
	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.							







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pluriend Ised us Before	Billb	ALL THA oard o on True		Y)		
				OVERAL	_				
2.	Considering ever with our most re			the completio	n of the r	epair, ho	w satisfie	d or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐ 3 ☐ 4	<u></u>	6 	8	9	<u>]</u> 10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	r expectations	s?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	⊠ 5 □	6 7	8	<u> </u>	<u>]</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbino	compar	e with yo	our ideal?		
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	∑ 5 □	6 🗌 7	8	<u> </u>	<u></u> 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next	time you	need pl	umbing se	rvice?	
	Definitely Will Not Use Next Time	<u> </u>	☐3 ☐4	□ 5 ⋈ 0	6 □ 7	8	<u> </u>	<u>]</u> 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	'NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u>⊠</u> 5 □	6 □ 7	8	9	1 0	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	e following:					
		Very Poor					E>	cellent	
	Overall	☐1 ☐2	☐ 3 ☐ 4	□5 □6	7	\ 8	9	_ 10	
	Courteous	<u> </u>	□3 □4	<u></u> 5 <u>6</u>	7	8	<u> </u>] 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
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) The problem
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 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 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.



(OVER)





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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, pleawer 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
	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 2 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 9 110	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
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
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11,	Same day realled
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
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: 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: This is the 2nd time this eyan I had work done light of Plumbing. I was very pleased with live your. 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.







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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) 1. Newspaper Friend Billboard 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 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 4 5 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** PAT HAS TO RETURN + CALLER AROUND THE How likely or unlikely are you to recommend WNY Plumbing Services to a friend? BREY & PVL OUTSIDE 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor** Excellent Overall

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. 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:							
	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.	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?							
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 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



JAN (62.3

www.wnyplumbing.com

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) Friend Billboard Newspaper 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 Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 4 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 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** 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. 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 \(\square\) 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.	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?							
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 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness I Day 1 Day 2 Day 3 Day 2 Day 3 Day 2 Day 3							
-	Comments: Steve Siegel here (Ben's Dad) You guys are outstanding thanks for July then when I needed you							
	f you would like us to call you, please fill n your telephone number: ()							



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi		g quality service								our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pl riend Ised us Befor		("X" A Billboa Logo o	ırd		Y)		
				OVEF	RALL					
2.	Considering eve with our most re			the comp	oletion (of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent of Fell Far Below Your Expectations	did this repair so	ervice meet you	ur expecta	ations?	7	□ 8	<u> </u>	№ 10	Far Exceeded Your Expectations
4.	Imagine an idea Very Far From Your Ideal	l repair service.	How well did	WNY Plur	nbing c	ompare	with yo	our idea	l? □10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plun	nbing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u> 5	<u></u> 6	7	8	9	□ 10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend V	VNY Plum	bing Se	rvices t	o a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	<u> </u>	□ 7	<u>8</u>	<u> </u>	□ 40	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on th	e followir	ng:				Excellent	
	Overall	□1 □2	□3 □4	5	<u></u> 6	7	8	9	10	
	Courteous	<u> </u>	<u>3</u> 4	5	<u> </u>	7	□ 8	9	10	
	Knowledgeable	□1 □2	□3 □4	<u></u> 5	<u> </u> 6	7	8	9	1 10	(OVFR)

	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. vo 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 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.						
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					
	Comments: HE Was great. Thanks!					
	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.					



RECEIVED

JAN 23 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		⊠ F	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering every 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	□ 6	<u> </u>	8	9	⊠ 10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	d this r	epair se	rvice m	eet you	r expect	ations?	□ 7	□ 8	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with you		l? ⊠10	Matches Your Ideal
5.	How likely or unli	ikely ard	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	4	<u></u> 5	□ 6	_7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unli	ikely ard	e you to	recom	mend W	NY Plum	bing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followii	ng:				Excellent	
	Overall	1	2	<u></u> 3	4	5	<u> </u>	7	8	9	⊠ 10	
	Courteous	1	2	<u></u> 3	4	5	<u> </u>	7	□8	9	⊠10	
	Knowledgeable	<u> </u>	2	3	<u>4</u>	<u></u> 5	<u>6</u>	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 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: 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: Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc					
-	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.					



Very Poor

Overall

Courteous

Knowledgeable

RECEIVED JAN 2 3 2023

Excellent

(OVER)

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. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. 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 8 **Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 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 4 5 16 3 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** 4 5 Recommend Recommend Please rate the telephone representative on the following: 7.

	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 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. 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 —	l				
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	l				
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 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:					
	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.					

RECEIVED JAN 2 3 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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 satisfic with our most recent plumbing repair?	ed or dissatisfied were you
	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	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 s	ervice?
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	,
	Definitely Will Not	10 Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor E	Excellent
	Overall	<u> 1</u> 10
	Courteous	<u> </u>
	Knowledgeable	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 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:					
	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 1					
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					
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:					
-						
	If you would like us to call you, please fill in your telephone number: ()					







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Plu riend Ised us Before	Billbo			Y)		
				OVERALL					
2.	Considering ever with our most re			the completion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	□5 □6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	r expectations?	?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service.	How well did \	VNY Plumbing	compare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	<u>5</u> 6	7	8	9	<u>4</u> 10	Matches Your Ideal
5.	How likely or unl	likely 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	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> <u>4</u>	<u></u>	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on the	e following:				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	

 \square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 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 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. 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.	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 Satisfied Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.									
17.	7. 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! Excellent TRUSTWORTHING TO BE 9 10 EXCELLENT EXCELLENT TO BE 9 10 EXCELLENT EXCELLENT TO BE 9 10 EXCELLENT TO BE 9 10 TO BE 10 EXCELLENT TO BE 10 EXCELLENT								
	Comments:								
-		_							
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	_							

ng markamananan maka makan makanan kanan kanan kanan makan makan makan makan makan makan makan makan makan mak





www.wnyplumbing.com

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) | Friend Billboard Newspaper Google Used us Before Logo on Truck Other **OVERAL** 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 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 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** Jse Next Time How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **⊠**10-**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 1 2 3 4 5 6 7 8 9 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 Generally, what time of day would you prefer service?							
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 \(\sigma\) 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 घр 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.								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness Standing Behind Their Work Their Wor							
-	Comments: ('Excellent')							
	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.							



JAN 2 3 2023

Recommend

(OVER)

Excellent



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Recommend

Overall

Courteous

Knowledgeable

7.

Please rate the telephone representative on the following:

Very Poor

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. Newspaper Friend Billboard 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 8 **Extremely** 5 6 17 14 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 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**

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								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. Mo 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.	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.	I. 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:								
	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:								
	If you would like us to call you, please fill in your telephone number: ()								



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		quality	service									our home. We are take a minute to
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	atisfied were you
	Extremely Dissatisfied	_1	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?	ı				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u> </u>	7	8	9	∑10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	5	<u> </u>	7	8	9	⊠10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plun	nbing S	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 to	elephon Very Po	- NO	<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	<u></u> 3	<u>4</u>	5	<u>6</u>	7	8	9	⊠10	
	Courteous	□ 1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	□ 8	<u> </u>	⊠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 Two days after I called The day after I called Three days after I called Countine Maintenance — not								
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.	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 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 Trustworthiness Standing Behind Their Work Their Work Please check this box if you will also use an online rating service, Thank you! Excellent Tourism Their Work Please the Western New York Plumbing of the following. Excellent Tourism Trustworthiness 1								
	Comments: Pat and Mike are fantastic!								
	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.								



JAN 2 3 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		g quality service							ur 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					
2.	Considering ever with our most re			the completion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□ 5 □ 6	□ 7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice 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	l repair service.	How well did V	VNY Plumbing o	compare	with yo	ur 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	likely are you to	use WNY Plum	bing the next ti	me you r	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□ 5 □ 6	<u> </u>	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	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	□ 5 □ 6	7	8	<u></u> 9	⊠ 10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone repres	sentative on the	following:					
		Very Poor						Excellent	
	Overall	□ 1 □ 2	☐ 3 ☐ 4	□ 5 □ 6	∐7	8	<u></u> 9	≥ 10	
	Courteous	□1 □2	□3 □4	□ 5 □ 6	7	8	9	1 0	

□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 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: 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	b. 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	a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor Trustworthiness Standing Behind Their Work Trustworth iness Trustworth iness Standing Behind Their Work Trustworth iness Trustwo								
	Comments: DON'T KNOW IF T GOT AN ORIGINAL CUSTOMER, OR SENIOR, DISCOUNT. PRIOR WORK WAS 1/2 THE COST. CUESS EVERYTHING COSTS 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.								



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 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 diss with our most recent plumbing repair?	satisfied were you
	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 Your Ideal 1 2 3 4 5 6 7 8 9 10	Matches Your Ideal
<u>.</u>	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
S.	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 1	
	Courteous 1 2 3 4 5 6 7 8 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 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. 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							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied							
	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!							
- <u>e</u>	Comments: My plumber of 35 yr retired. I were WNY as I heard they ded all install where I live, in Mansas Central Sq. Villar (conds) Built 2014							
	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.							
	I had licher put in stationory tub 2021 + Pat 1/2023 replice sump + reds pipas or							





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic		quality service					ervice to you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 Fr	about WNY Plu iend sed us Before	Billk	" ALL THA ooard o on Trud		r) Potro	i Age
				OVERAL	L			
2.	Considering ever with our most re			the completion	on of the r	epair, ho	w satisfied or diss	satisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	□9 💢 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	rvice meet you	r expectation	s? 6 7	<u>8</u>	□9 💢10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbin	g compare	e with you	our ideal?	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the nex	t time you	need pl	umbing service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	6 🔲 7	<u> </u>	□ 9 □ 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing	Services	to a frie	nd?	
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	□ 9 × 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	<u>entative</u> on the	e following:				
	Overall	□1 □2	☐3 ☐4	<u></u>	6 7	8	□ 9 × 10	
	Courteous	□1 □2	□3 □4	<u></u>	6 7	8	□ 9 1 0	
	Knowledgeable	□1 □2	□3 □4	<u></u>	6 □ 7	8	□ 9 □ 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							
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. 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 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 X Not applicable							
16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 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: Call Arytime! We appreciate your Service!							
If you would like us to call you, please fill in your telephone number: (316) 384 3869 THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





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	er	☐ Fi	riend sed us	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most red				call to t	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	□ 6	□ 7	8	2 9	<u> </u>	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this ro	epair se	rvice m	eet you	r expect	ations?	7	□ 8	V 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unli	ikely are	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	<u></u> 4	5	<u>6</u>	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recomr	mend W	NY Plum	nbing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	_7	□ 8	1 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephon Very Po	•	<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	□3	4	5	□ 6	7	8	9	1 0	
	Courteous	1	2	□ 3	<u></u> 4	5	<u></u> 6	7	□ 8	<u> </u>	10	
	Knowledgeable	<u></u> 1	<u> </u>	_3	<u>4</u>	<u></u> 5	□ 6	□ 7	8	<u>9</u>	<u> </u>	(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 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						
14a.	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.	•						
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 image of the image o						
	Technician was very good. Recognized problem quickly of Repaired problem in Stant period of time						
	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.						





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.

ariov	voi tino important	our voy.										
1.	Where have you Newspape Google Other		☐ Fi	riend	Before		Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most red	ything f cent plu	rom you imbing i	ır initial epair?	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	4	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this re	epair se	rvice m	eet you	r expect	ations?	7	□ 8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did V	VNY Plui	mbing o	compare	with yo	our idea	10	Matches Your Ideal
5.	How likely or unli	ikely are	e you to	use WN	NY 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	□ 6	_7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recomi	nend W	NY Plum	nbing So	ervices	to a frie	nd?	\ /	
	Definitely Will Not Recommend	<u> </u>	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	1	2	□3	4	5	<u></u> 6	7	□8	<u> </u>	1 10	
	Courteous	1	_2	<u></u> 3	4	<u></u> 5	□ 6	7	■8	9	[′] ⊠10	
	Knowledgeable	1	2	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	_7	□ 8	<u></u> 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 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 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						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Very Poor Trustworthiness						
7_ 1_	Comments: PAT WAS GREAT!!! ADDA 4 STAR REPAIR						
	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.						







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic		quality	service									ur home. We are e take a minute to
1.	Where have you Newspape Google Other		F				Billboa			Y)		
						OVE	RALL	٥				
2.	Considering ever 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	<u>6</u>	<u> </u>	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	8	<u></u> 9	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<u></u> 1	2	3	<u></u> 4	<u></u> 5	□6	7	8	9	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely ard	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	Пз	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plum	nbing Se	ervices	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	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□ 1	<u>2</u>	□3	<u></u> 4	<u></u> 5	□ 6	□ 7	□ 8	<u></u> 9	X 10	
	Courteous		2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	<u>/</u> 10	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>6</u>	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 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						
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:						
	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.	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 No was adjusted find an dispeting of the state of the property of the state of the						
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:						
	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.						





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic		quality service						our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔯 F	about WNY Pl riend sed us Befor		("X" ALL THA Billboard Logo on Truc		()	
				OVER	ALL			
2.	Considering ever with our most re	rything from you cent plumbing (ur initial call to repair?	the comp	letion of the re	epair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	☐ 3 ☐ 4	5	□ 6 □ 7	8	9 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	ervice meet you	ir expecta	tions?	8	9 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plum	nbing compare	with yo	ur ideal?	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plun	nbing 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	likely are you to	recommend V	/NY Plumb	oing Services	to a frier	nd? 3times	•
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	9 🖾 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on th	e followin	g:		Excellent	
	Overall	□ 1 □ 2	□3 □4	□ 5 [□ 6 □ 7	<u> </u>	□9 □10	
	Courteous	1 <u></u> 2	34	<u></u> 5 [□ 6 □ 7	8	□ 9 ≥ 10	
	Knowledgeable							

	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 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						
	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:						
	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: ThankYou!!						
	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.						





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi	would like to than cated to providing wer this important	quality service						our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 💆 F	about WNY Pli riend sed us Befor	Billbo)	
				OVERALL				
2.	Considering ever with our most re			the completion	of the rep	air, how	satisfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u>	□ 7	<u> </u>	⊠ 9 □10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectations	?			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	<u></u>	7	8	∑9 □10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare v	with you	ır ideal?	
	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 t	ime you ne	eed plui	mbing service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□ 5 □ 6	□ 7	<u> </u>	⊠9 □10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	ervices to	a friend	<u></u> ;	
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	□ 7	<u> </u>	⊠9 □10	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	e following:			Excellent	
	Overall						□ □ 10	
	Courteous	<u> </u>	<u>3</u> <u>4</u>		∐7 L		∑ 9 □10	
	Knowledgeable	\square 1 \square 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						
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 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: Very Poor Excellent						
	Trustworthiness						
-	Comments: THE SERVICE TECH DESERVES RECOGNITION FOR HIS PROFESSIONALISM THINK HIS NAME WAS TYLER 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.						