

487 Erie Street Lancaster, NY 14086



1.	Where have you Newspape Google Other	er 🔲 F	about WN riend Ised us Be		Billboa			Y)		
				OVE	RALL					
2.	Considering ever with our most re	rything from you cent plumbing	ur initial ca repair?	II to the com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	12	<u>3</u>	□ 4 □ 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet	your expec	tations?					
	Fell Far Below Your Expectations	12	3	4 5	<u></u> 6	□ 7	8	<u> </u>	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well	did WNY Plu	ımbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	☐ 1 ☐ 2	3	4 5	<u> </u>	<u> </u>	8	9	2 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY F	Plumbing the	e next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	3] 4 □ 5	<u></u> 6	□ 7	8	е	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommer	nd WNY Plur	nbing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	1 2	3] 4 □ 5	☐ ₆	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone repres	<u>sentative</u> o	n the followi	ng:				Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square	T ₄ \square_5	Пе	\square_7		X 9		
	Courteous		3		<u></u> 6	□ <i>′</i>	□ 8	<u></u> 9		
	Knowledgeable	□1 □2	<u>3</u>] 4 □ 5	<u></u> 6	<u> </u>	8	9	<u> </u> <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 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						
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12.	Were you contacted by phone to confirm the appointment?						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 110 Explain						
14a.	Did we complete the repair on our first trip to your home? \(\sum \) Yes (SKIP TO Q.16) \(\sum \) No (CONTINUE)						
14b.	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.							
-	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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(OVER)

487 Erie Street 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. 1. 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** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations net Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** to hundle by this was **Matches** 2 3 4 5 6 8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend work remotely Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor** Excellent Overall Courteous

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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness						
	Comments:						
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JUL 9 2020

1.	Where have you Newspape Google Other		Fr	riend	WNY Plu Before		Billboa	ard		Y)		
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2.	Considering ever with our most re	rything fr cent plur	om you mbing r	ır initial epair?	call to t	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□6	□ 7	8	1 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet youı	expect	ations?					
	Fell Far Below Your Expectations	1	_2	3	4	<u></u> 5	□6	<u> </u>	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	NY Plur	nbing c	ompare	e with yo	our idea	l?	
	Your Ideal	1	2	3	4	5	<u>6</u>	7	8	2 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	IY Plumi	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	П3	4	<u></u> 5	□ 6	_7	8	2 9	<u> </u>	Definitely Will Use Next Time
3 .	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	ibing Se	rvices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u> </u>	3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	2 (9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		entative	e on the	followir	ng:		,		Excellent	
	Overall	□1	2	П3	<u>4</u>	<u></u>	<u></u>	□ 7	8	П9	□ ₁₀	
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	Knowledgeable	<u> </u>	2	3	4	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	<u> </u>	(OVER)

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(OVER)

487 Erie Street Lancaster, NY 14086

Overall

Courteous

Knowledgeable



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	Knowledgeable	d Not						
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-	Comments: GMAT SVC. GREAT REPAIR MAN							
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(OVER)

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Knowledgeable



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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.					
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent					
	Trustworthiness					
	Comments:					
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JUL 6 2020

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				OVER/	ALL				
2.	Considering everyth with our most rece	hing from you nt plumbing re	r initial call to t epair?	he compl	etion of the	e repair, ho	w satisfi	ed or dissa	tisfied were you
	Extremely Dissatisfied	12	<u>3</u> <u>4</u>	<u></u>	☐6 ☐·	7 8	9	10	Extremely Satisfied
3.	To what extent did Fell Far Below Your Expectations	this repair ser	rvice meet your	expectat	ions? 6	7 🗌8	<u>9</u>	Q10	Far Exceeded Your Expectations
4.	Imagine an ideal re Very Far From Your Ideal	epair service.	How well did V	VNY Plum	bing comp	are with yo	our ideal'	?	Matches Your Ideal
5.	How likely or unlike	ely are you to	use WNY Plum	bing the r	ext time yo	ou need pl	umbing	service?	* •
	Definitely Will Not Use Next Time	12	☐3 ☐4	<u></u> 5 [6 	7 🗌8	9	D {0	Definitely Will Use Next Time
6.	How likely or unlike	ely are you to	recommend W	NY Plumb	ing Service	es to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1 <u></u> 2	3 4	<u></u> 5 [<u></u> 6 <u></u>	7 🗌 8	9	10	Definitely Will Recommend
7.	Please rate the tele	ephone repres /ery Poor	<u>entative</u> on the	following	j:		:	Excellent	
	Overall	<u> </u>	□ 3 □ 4	<u></u>	□ 6 □	7 🗌 8	□9	10	
	Courteous	<u>1</u>	□3 □4	<u></u>	□ 6 □	7 🗌 8	9	10	
	Knowledgeable	12	<u>3</u> <u>4</u>	<u></u> 5 [☐6 ☐·	7 🗌 8	<u>9</u>	10	(OVER)

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	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 76 7 8 9 10	Did Not Explain						
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RECEIVED JUL 7 2020

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	Newspape	🔀 Friend	Billboard		
	Google	Used us Befor	re Logo on Truc	ck	
	Other				
		A CHARLES	OVERALL		
2.	Considering ever with our most re	thing from your initial call to ent plumbing repair?	the completion of the r	repair, how satisfied or diss	satisfied were you
	Extremely Dissatisfied	□1 □2 □3 □4	5	□8 □9 🕅10	Extremely Satisfied
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	Fell Far Below Your Expectations	□1 □2 □3 □4	5	□8 □9 ▼10	Far Exceeded Your Expectations
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	Very Far From Your Ideal	□1 □2 □3 □4	5	□8 □9 ▼10	Matches Your Ideal
5.	How likely or unl	cely are you to use WNY Plur	mbing the next time you	need plumbing service?	
	Definitely Will Not Use Next Time	□1 □2 □3 □4	5 🗌 6 🔲 7	□8 □9 10	Definitely Will Use Next Time
6.	How likely or unl	kely are you to recommend \	WNY Plumbing Services	to a friend?	
	Definitely Will Not Recommend	□1 □2 □3 □4	5 🗆 6 🗆 7	□8 □9 ☑10	Definitely Will Recommend
7.	Please rate the to	lephone representative on th	ne 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 💢10	
	Knowledgeable	□1 □2 □3 □4	□5 □6 □7	□8 □9 10	(OVER)
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9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Generally, on which one day of the week would you prefer service? What day was your service scheduled for? ("X" ALL THAT APPLY) Longer than three days after I called And Remarklet	
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11,	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:	
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) \(\subseteq \text{No (CONTINUE)} \)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely 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: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope prov	ided.



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1.	Where have you Newspape Google Other		Fr	riend	WNY Plu Before		Billboa			Y)		
						OVEF	RALL					
2.	Considering ever with our most re				call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	6	7	8	9	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	epair se	rvice m	eet your	r expect	ations?	7	<u> </u>	<u></u> 9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing d	ompare	with yo	our idea	l? ⊠10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	NY Plum	bing the	next ti	me you	need plo	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	<u> </u> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a friei	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	<u></u> 9	1 0	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		sentativ	e on the	following	ng:				Excellent	
	Overall	<u></u> 1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	1 10	
	Courteous	□ 1	2	<u></u> 3	<u>4</u>	<u></u>	□6	□ 7	□8	<u> </u>	1 10	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	<u></u> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent						
9.	What day was your service scheduled for? ("X" ALL. THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called						
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)						
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
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15b.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	у					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent						
	Trustworthiness						
	Comments:						
l	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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	Google Other	Used us Before Logo on Truck	
		OVERALL	
2.	Considering ever with our most re Extremely	erything from your initial call to the completion of the repair, how satisfied or dissa ecent plumbing repair?	
	Dissatisfied	□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10	Extremely Satisfied
3.		did this repair service meet your expectations?	
	Fell Far Below Your Expectations	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \bowtie 10	Far Exceeded Your Expectations
4.	Imagine an ideal	I repair service. How well did WNY Plumbing compare with your ideal?	
	Very Far From Your Ideal	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10	Matches Your Ideal
5.	How likely or unl	likely are you to use WNY Plumbing the next time you need plumbing service?	
	Definitely Will Not Use Next Time	□1 □2 □3 □4 □5 □6 □7 □8 □9 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not Recommend	□1 □2 □3 □4 □5 □6 □7 □8 □9 □10	Definitely Will Recommend
7.	Please rate the to	telephone representative on the following: Very Poor Excellent	
	Overall	□1 □2 □3 □4 □5 □6 □7 □8 □9 ▼10	
	Courteous	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \boxtimes 10	
	Knowledgeable	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Longer than three days after I called						
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12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent						
	Professionalism						
	Knowledgeable						
	Fundamentian of Parair						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
	Comments: MIKe IS The 11 Be of 11						
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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dedi	would like to thar cated to providing ver this important	g quality servic	ing WNY Plumb ce. In order to I	ping the oppor nelp us improv	tunity to s e our qua	service t llity of se	the plur ervice to	nbing in yo you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲	d about WNY F Friend Used us Befo	Billb	" ALL THA poard o on Truc		Y)		
				OVERAL					
2.	Considering ever with our most re	rything from yecent plumbing	our initial call to repair?	the completion	n of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	☐1 ☐2	3 🗆 3	5	6 🔲 7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair s	service meet yo		s? 6	8	2 9	<u></u> 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service	e. How well did		g compare	e with yo	our ideal	? \(\sigma\) 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	<u> </u>	□3 □4	<u></u>	6 🔲 7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend \	VNY Plumbing	Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	6 🔲 7	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	esentative on th	e following:				Eventlant	
	Overall	1 2	☐3 ☐4	□5 □6	5 7	<u> </u>	<u> </u>	Excellent 10	
	Courteous	<u></u> 1 <u></u> 2	☐3 ☐4	<u></u>	7	8	9	10	
	Knowledgeable	□1 □2	□3 □4	□5 □6	7	8	<u>9</u>	10	(OVFR)

	QUESTIONS ABOUT SCHEDULING					
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	llent				
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called					
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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 Exp	1 1				
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)					
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other					
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order					
15b.	. If a part had to be ordered, did we keep you informed about status?					
16.		remely isfied				
	QUESTIONS ABOUT WNY PLUMBING CO.					
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent					
	Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!					
	Comments: Mike did An exerced Job- If you would like us to call you, please fill in your telephone number: ()					
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.					



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other 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 16 **X**17 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded X_7 2 5 16 **Your Expectations Your Expectations** Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 15 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor** Excellent Overall Courteous

	QUESTIONS ABOUT SCHEDULING					
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 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 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)					
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other					
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order					
15b.	a and a wall at					
16.	Extremely					
	Dissatisfied					
17.	Please rate Western New York Plumbing on the following:					
	Very Poor Trustworthiness Standing Behind Their Work Their Work Their Work Please check this box if you will also use an online rating service, Thank you!					
_	Comments: for fold					
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.					



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Knowledgeable

dedi		quality service					he plumbing in yo rvice to you, pleas	
1.	Where have you Newspape Google Other	er Fr	about WNY Plu iend sed us Before	Billbo			Υ)	
				OVERALL				
2.	Considering ever with our most re	rything from you cent plumbing r	r initial call to tepair?	the completion	of the re	pair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	7	8	□9 <u>□</u> 10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations	?			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	7	8	□9 □ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	our ideal?	
	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	time you i	need plu	umbing service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u>	7	8	9 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing S	Services t	o a frier	nd?	
	Definitely Will Not Recommend	□1 □2	3 4	□5 □6	<u> </u>	8	9 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	entative on the	following:				
		Very Poor			_	_	Excellent	
	Overall	<u></u> 1 <u></u> 2	<u></u> 3 <u></u> 4	□5 □6	□ 7	8	<u>9</u> 10	
	Courteous	☐ 1 ☐ 2	□3 □4	□5 □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. 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)						
14b.	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 Hosther Part was bad, The lasky relief value was fixed on the						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
(Comments:						
-							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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1.	Where have you	seen or heard	about WNY Plu	umbing? ("X" /	ALL THAT AP	PPLY)		
	Newspape	r Fi	riend	Billbo	ard			
	Google	U	sed us Before	e Logo	on Truck			
	Other							
				OVERALL				
2.	Considering ever with our most re	ything from you cent plumbing i	ur initial call to epair?	the completion	of the repair,	how satisfi	ed or dissa	itisfied were you
	Extremely Dissatisfied	12	☐3 ☐4	□5 □6	7	8 🔲 9 /	10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations?)			
	Fell Far Below Your Expectations	12	3	□5 □6		8 🔲 9 🗸	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plumbing	compare with	your ideal	?	
	Very Far From Your Ideal	☐1 ☐2	<u></u>	□5 □6	7	8 🔲 9	2 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	me you need	plumbing s	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	ikely are you to	recommend W	NY Plumbing S	ervices to a f	riend?		
	Definitely Will Not	$\Box_1 \Box_2$	□3 □4	□ ₅ □ ₆			10	Definitely Will
	Recommend						21 10	Recommend
7.	Please rate the te	elephone repres	sentative on the	e following:				
		Very Poor					Excellent	
	Overall	<u> </u>	<u></u> 3 <u></u> 4	∐ 5 ∐ 6	<u></u>	8 49 /	1 10	
	Courteous	\square 1 \square 2	☐ 3 ☐ 4	□5 □6	7	8 🔲 9 /	1 10	
	Knowledgeable	□1 □2	3 4	□5 □6	7	8 🔲 9 📜	1 10	(OVER)
								()

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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 Longer than three days after I called						
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12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the <u>service technician</u> on the following:						
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain					
14a.		Ехріані					
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
-	Comments: 3 AFLETT Q D M GRE MY FAVORY PED PLE ON EARTH C:) 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 providence.	:					



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Knowledgeable

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

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 2 3 4 5 16 17 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 4 15 16 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
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12.	Were you contacted by phone to confirm the appointment?
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home?
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15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
-	Comments: WISH YOU FILSO SUPPLIED EMER GENEY REPORTS If you would like us to call you, please fill in your telephone number: ()
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



487 Erie Street Lancaster, NY 14086 RECEIVED
JUL 8 2020

1.	Where have you Newspaper Google Other	r 💢 F	d about WNY Friend Used us Befo		Billboa			Y)		
				OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	<u>3</u>	4 🔲 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair s		our expec 4	tations?	7	<u>8</u>	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service	. How well di	d WNY Plu 4 □5	imbing o	compare	with yo	our idea	í? _\(\)(10	Matches Your Ideal
5.	How likely or unli	ikely are you t	o use WNY Plu	umbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _2	<u>3</u>	4 🔲 5	<u></u> 6	<u></u> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you t	o recommend	WNY Plur	mbing Se	ervices t	to a frie	nd?	/	
	Definitely Will Not Recommend	<u>1</u> 2	3	4 🔲 5	<u>6</u>	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	esentative on	the followi	ing:				Excellent	
	Overall	<u> </u>	<u>3</u>	4 🔲 5	<u></u> 6	7	8	9	⋈ 10	
	Courteous	<u> </u>	<u></u>	4 🔲 5	<u>6</u>	7	8	9	☑10	
	Knowledgeable	□1 □2	3	4	<u>6</u>	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 710 Excelient							
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. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:							
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ≥ 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness							
_	Comments: Excellent Scrvice Peasarable price							
	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)

487 Erie Street Lancaster, NY 14086

Knowledgeable

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

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Billboard Newspaper Friend 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 15 16 18 14 Satisfied Dissatisfied 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** 6 4 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the telephone representative on the following: 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 89	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								
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	. Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	3.								
	Very Poor Professionalism	Excellent							
		4 ==							
	Knowledgeable	l9 ∐10	Did Net -						
	Explanation of Repair 1 2 3 4 5 6 7 8	9 10	Explain						
14a.	a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No ((CONTINUE)							
14b.	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 o	order							
15b.	, and the state of	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	<u> </u>	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:	Excellent							
	Trustworthiness 1 2 3 4 5 6 7 8 Standing Behind Their Work 1 2 3 4 5 6 7 8 Please check this box if you will also use an online rating service, Thank you!	9							
С	Comments:								
_									
lf	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



487 Erie Street Lancaster, NY 14086

RECEIVED JUL 7 2020

1.	Where have you	seen or	heard	about V	VNY Plu	ımbing?	("X" A	LL THA	T APPL	Y)		
	Newspaper			iend			Billboa			•		
	Google		Xus	sed us	Before		Logo	on Truc	k			
	Other						0					
						OVEF	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	_1 [2	3	<u></u> 4	<u></u> 5	□6	<u></u> 7	8	9	1 0	Extremely Satisfied
3.	To what extent di	id this re	pair ser	vice m	eet youi	expect	ations?					
	Fell Far Below Your Expectations	1 [2	3	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	NY Plur	nbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1 [2	3	4	<u></u> 5	□6	7	8	9	1 10	Matches Your ideal
5.	How likely or unli	ikely are	you to	use WN	IY Plum	bing the	next til	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	4	<u></u> 5	<u>6</u>	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomn	nend W	NY Plum	bing Se	ervices t	to a friei	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	<u></u> 7	8	9	10	Definitely Will Recommend
7 [.] .	Please rate the te	elephone Very Poo		entative	e on the	followir	ng:				Excellent	
	Overall	<u> </u>	2	□3	<u>4</u>	<u></u> 5	□6	7	8	<u> </u>	1 10	
	Courteous	_1 [2	3	4	5	<u></u> 6		8	9	1 10	
	Knowledgeable	1 [2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent							
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism 1 2 3 4 5 6 7 8 9 10								
	Knowledgeable	Did Not							
	Expianation of Repair	Explain							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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15b.	/1								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 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.								



487 Erie Street Lancaster, NY 14086 RECEIVED
JUL 2 7 2020

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

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

1.	Where have you	seen or heard	about WNY Plu	ımbing? ("X" /	all that a	PPLY)		
	Newspape	r Fr	riend	Billbo	ard			
	Google		sed us Before	Logo	on Truck			
	Other							
				OVERALL				
2.	Considering ever with our most re				of the repair	r, how satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	□5 □6	7	8 🔲 9	10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations	?			
	Fell Far Below Your Expectations	□1 □2	□3 □4	<u></u>	<u> </u>	8 🗌 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare wit	th your idea	l?	
	Very Far From Your Ideal	<u> </u>	3 4	□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 nee	d plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u>	7]8 <u> </u> [9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	Services to a	friend?		
	Definitely Will Not Recommend		□3 □4	□5 □6	7]8 []9	<u></u> 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:				
	_	Very Poor		0		,	Excellent	
	Overall	□1 □2	☐ 3 ☐ 4	□5 □6	_7 L	8 🔲 9	<u> </u>	
	Courteous	□1 □2	☐ 3 ☐ 4	□5 □6	_7 \[\nu	8 🔲 9	<u> </u>	
	Knowledgeable	□1 □2	□3 □4	□5 □6	7	1 ⁄8 □9	<u> </u>	(OVER)
								(0 + =1 t)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) by 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 V 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 110 Explain							
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
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15b.	. If a part had to be ordered, did we keep you informed about status?							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness 1 2 3 4 5 6 7 8 9 № 10 Standing Behind 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.							



Recommend

(OVER)

Excellent

487 Erie Street Lancaster, NY 14086

Recommend

Overall

Courteous

Knowledgeable

Please rate the <u>telephone</u> representative on the following:

Very Poor

7.

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

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely Extremely 4 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 4 5 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** Your Ideal 14 5 6 Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will**

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	r I called						
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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	Didle						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b. 16.	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 To service 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)

487 Erie Street 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 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 6 Extremely Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches**]4 5 Your Ideal 6 Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: Very Poor Excellent Overall Courteous

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	nt
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	d
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes \(\sumsymbol{N}\) 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	1 1
14a.	Did we complete the repair on our first trip to your home?	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied	-
	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: ()	



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JUL 2-7 2020

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

1.	Where have you Newspape Google Other	r 🔲 Fi	about WNY Pl riend sed us Befor	Bill	K" ALL THA board go on Truc		Y)		
				OVERA	L				
2.	Considering ever with our most re			the complet	on of the r	epair, ho	w satisfi	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	6 🔲 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	ur expectatio	ns?			4	
	Fell Far Below Your Expectations	☐1 ☐2	<u>3</u> 4	<u></u>	6 🔲 7	8	<u> </u>	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumbi	ng compar	e with yo	our ideal	? "	
	Very Far From Your Ideal	☐1 ☐2	<u>3</u> <u>4</u>	<u></u> 5	6 🗌 7	8	□9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	nbing the ne	kt time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	<u> </u>	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plumbin	g Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	6 🗆 7	<u> </u>	<u>9</u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	<u>sentative</u> on th	e following:				Excellent	
	Overall	\square_1 \square_2	\square_3 \square_4	\square_5	6 7	П8	П ₉ [']	X 10	
	Courteous	1 <u></u> 2	□3 □4	5	6	8	9	10	
	Knowledgeable	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent
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	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent	
	Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
-	Comments: KE WAS GREAT	
l l	f you would like us to call you, please fill in your telephone number: THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provice.	 ded.



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Friend Newspaper Billboard 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 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 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend Please rate the <u>telephone representative</u> 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	xcellent						
9. 💉	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called	called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11. ,	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism 1 2 3 4 5 6 7 8 9 10							
	Knowledgeable	Did Not -						
	Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other							
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15b. 16.	. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?							
10.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 0	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: ()							



Very Poor

Overall

Courteous

Knowledgeable

www.wnyplumbing.com

Excellent

(OVER)

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

5

	QUESTIONS ABOUT SCHEDULING								
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	Comments: Great JOB! 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 provi								



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-	Comments: MIKE WAS A GREAT TECH - SUPER!!!						
-	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)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

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JUL 2'8 2020

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	Knowledgeable						
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487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED
JUL 2.7 2020

dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r 🔀 F	about WNY Pluriend sed us Before	□В	(" X" ALL TH Billboard .ogo on Tru		Y)		
				OVER	ALL				
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	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5 [□6 □7	8	9	≥ 10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectat	tions?				
	Fell Far Below Your Expectations	<u> </u>	□3 □4	<u></u> 5 [□6 □7	8	9	≥ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plum	bing compa	re with yo	our idea	l?	Makabasa
	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 yo	ı need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u> 5 [□6 □7	8	9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumb	ing Services	to a frie	nd?		
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	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent					
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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						
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	Explanation of Repair □1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10	Did Not Explain					
14a. 14b.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent						
	Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 × 10 Please check this box if you will also use an online rating service, Thank you!						
- -	Comments: EXCELLENT COMPANY 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.						



to

(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

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	cated to providing ver this important		service	. In ord	ler to he	elp us in	nprove (our qual	lity of se	ervice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other			riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?							atisfied were yo				
	Extremely Dissatisfied	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	epair se	rvice m	eet you	r expect	ations?	7	<u>8</u>	1 9	<u> </u>	Far Exceeded Your Expectations
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5.	How likely or unl Definitely Will Not Use Next Time	ikely are	you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	mend 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	<u></u> 6	7	8	5 9	<u> </u>	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	1	2	<u></u> 3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	410	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9	410	

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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellen	t						
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	Knowledgeable							
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	DONE AT SAMETIME AS A PINEVENTATIVE MEASURE							



487 Erie Street Lancaster, NY 14086



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

1.	Where have you Newspape Google Other	r 🔲 F	d about WN Friend Jsed us Be		Billboa			Y)		
				OVI	RALL					
2.	Considering ever with our most red			II to the co	mpletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3] 4 5	6	<u> </u>	8	9	1 0	Extremely Satisfied
3.	To what extent di	id this repair s	ervice meet	t your expe	ctations?)				*
	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
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6.	How likely or unli	ikely are you to	o recomme	nd WNY Plu	mbing S	ervices 1	to a frie	nd?		
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13. Please rate the <u>service technician</u> on the following: Very Poor	Excellent							
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Explanation of Repair 1 2 3 4								
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Trustworthiness Standing Behind Their Work Trustworthiness 1 2 3 4 5 1 2 3 4 5								
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Comments: TIM OID A GREAT TOB . EVERYTHING LOOKS (GREAT! If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								