

4425 Walden Avenue Lancaster, NY 14086 TAYLOR

RECEIVED
JUL 2 7 2021

1.	Where have you	ı seen or	heard abo	out WNY P	lumbing	? ("X"	ALL TH	AT APPL	.Y)		
	☐ Newspape		Frien		Π̈́	Billbo			,		
	Google		\equiv	us Befor	, H		on Truc	sk			
	Other			. 40 20101		Logo	on nuc				
					OVE	RALL					
2.	Considering ever with our most re	rything fro cent plum	om your in obing repa	itial call to iir?			of the r	epair, ho	w satis	sfied or diss	atisfied were you
	Extremely Dissatisfied	1 [2	3 🗌 4	<u></u> 5	☐6	7	<u> </u>	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this rep	oair servic	e meet yo	ur expec	tations?					
	Fell Far Below Your Expectations	1 [2]3	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. Ho	w well did	WNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	_2 _	3 🗌 4	5	☐6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are y	you to use	WNY Plun	nbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2 _	3 🔲 4	<u></u> 5	□ 6	7	8	<u> </u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	you to rec	ommend V	VNY Plun	nbing Se	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	1 [2]3	<u></u> 5	<u>6</u>	7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone ı Very Poo		ative on th	e followi	ng:				Excellent	
	Overall	1 []2 [3 🔲 4	<u></u> 5	<u></u> 6	□ 7	8	 9	M 10	
	Courteous	<u> </u>]2 [3 🔲 4	<u></u> 5	<u></u> 6	7	8	9	1 0	
	Knowledgeable	<u> </u>	2	3 4	<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
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.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes X 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)
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 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!
Г	Comments:
	I thought the cost of the work was
	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.



Mike

4425 Walden Avenue Lancaster, NY 14086

RECEIVED

JUL 2 7 2021

1.	Where have you Newspape Google Other	r	Frie			Billbo			Y)		
					OVE	RALL					
2.	Considering ever with our most re	rything fro cent plum	om your i obing rep	nitial call air?	to the cor	npletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2 [3 🗌	4 5	<u>6</u>	7	<u> </u>	<u></u> 9	1 0	Extremely Satisfied
3.	To what extent d	id this rep	air servi	ce meet y	our expe	ctations?)				
	Fell Far Below Your Expectations	1 [2 [3 🗌	4 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal	repair ser	rvice. Ho	ow well di	d WNY PI	umbing (compare	e with yo	our idea	1?	
	Very Far From Your Ideal	1 [<u> </u>	3	4 🔲 5	6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are y	you to us	e WNY Pl	umbing th	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 [2 [3	4 🔲 5	□ 6	7	8	<u> </u>	X 10	Definitely Will Use Next Time
6.	How likely or uni	ikely are \	you to re	commend	l WNY Plu	mbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 [2]3 🗌	4 🔲 5	☐6	□ 7	<u>8</u>	9	□ 10	Definitely Will Recommend
7.	Please rate the to	elephone ı Very Pooı		tative on	the follow	ring:				Excellent	
	Overall	<u> </u>]2 []3 🔲	4 🔲 5	<u></u> 6	7	8	<u></u> 9	1 0	
	Courteous	□1 []2 []3 🔲	4 🔲 5	□ 6	\prod_{7}	П8	П ₉	1 0	
	Knowledgeable	_1 []2 [3 🗆	4	<u>6</u>	7	8	9	10	(OVER)

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	Knowledgeable							
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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							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness Trustworthiness 1 2 3 4 5 6 7 8 9 7 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 7 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments: We have used WNY Plumbing for about 20 years							
:	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



4425 Walden Avenue Lancaster, NY 14086 RECEIVED

JUL 2 8 2011 Anne

(OVER)

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 Used us Before Google 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** 5 16 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **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** 15 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor** Excellent Overall Courteous Knowledgeable

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	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 We selected	I called the Jale
10.	Same day I called	Schodule
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	Did Not Explain
14a	N /	
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	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: We've Had Mike for MANY Years he has Always 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 in the postage paid envelope provided in the postage	led.



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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			. Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything t cent plu	from you umbing	ur initia repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u>4</u>	<u></u> 5	□6	7	<u> </u>	1 9	<u> </u>	Extremely Satisfied
3.	To what extent d	lid this r	epair se	ervice m	neet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u>	□ 6	7	8	\ 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	ompare	with yo	our idea	l ?	
	Very Far From Your Ideal	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	Ø 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WI	NY Plum	bing the	next ti	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbina Se	ervices	to a frier	nd?		
	Definitely Will Not										ΓZÍ	D. C. L. L. MCH
	Recommend	1	2	<u></u> 3	∐4	<u></u> 5	<u> </u> 6	<u></u> □7	8	<u></u> 9	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	-	sentativ	e on the	followin	ng:				Excellent	
	Overall	П ₁	\square_2	\square_3	\prod_4	\square_5	\Box_6	\square_7	8	X 19	□10	
	Courteous			\square_3		\square_5	\Box_6				10	
	Knowledgeable				□ <u></u> 4				∐8 □	<u></u> 9	区)10	
	omougeable	∐1	<u></u> 2	<u></u> 3	<u></u> 4	∐ 5	∐6	∐7	∐8	<u></u> 9	△ 10	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent						
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	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism						
	Did Not						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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	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.	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?						
16.	Extremely Dissatisfied 1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Very Poor Trustworthiness						
	Comments:						
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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

1.	Where have you Newspaper Google Other	· Fr	about WNY Pl riend sed us Before	ВіІ	X" ALL THA Iboard go on Trud		Y)		
				OVERA	LL				
2.	Considering every with our most red	/thing from you ent plumbing r	ır initial call to epair?	the complet	tion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	☐ 3 ☐ 4	<u></u> 5	6 🔲 7	8	9	10	Extremely Satisfied
3.	To what extent die Fell Far Below Your Expectations	d this repair se	rvice meet you	ır expectatio	ons?]6	8	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbi	ng compar]6	e with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plum	nbing the ne	xt time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u>	□ 6 □ 7	<u> </u>	9	10	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend W	/NY Plumbin	g Services	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 <u>te</u>	elephone repres	sentative on the	e following:				Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □]6 □ 7	□8	<u> </u>	10	
	Courteous	\square_1 \square_2	□3 □4	П5 Г	l6 \square_7	□ 8	П9	110	
	Knowledgeable	1 2	<u>3</u> <u>4</u>	<u></u>	6 🔲 7	<u></u> 8	9	10	(OVER)

4 500

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Door 1 2 3 4 5 6 7 8 9 10 Excellent
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes \(\sum \text{No}\)
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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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 1 2 3 4 5 6 7 8 9 40 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10
	Please check this box if you will also use an online rating service, Thank you!
	Mile Wes worder - on time, buildy to
	you would like us to call you, please fill in your telephone number: ()
	ly 25 tue: WHY Plumbing didn't respond to my onless ingu



4425 Walden Avenue Lancaster, NY 14086

4	Where have you Newspape Google Other	er 🔲 F	l about WNY P riend Jsed us Befor		Billboa		W	Y) TKJ gn !	Phume Buiti	es form
	Confirm Management (Andrews) (in the company of the			OVE	RALL					
2.	Considering eve with our most re	rything from you ecent plumbing	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	5	<u></u> 6	7	8	9	1 0	Extremely Satisfied
3.	To what extent of	did this repair se	ervice meet yo	ur expect	ations?					
	Feli Far Below Your Expectations	12	<u>3</u> 4	5	□6	7	8	9	10	Far Exceeded Your Expectations
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	Your Ideal	12	☐ 3 ☐ 4	5	□6	7	8	9	2 10	Matches Your Ideal
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	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	□6	7	8	9	\$ 10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend \	VNY Plum	bing Se	ervices	to a friei	nd?		
	Definitely Will Not Recommend	12	<u>3</u> 4	<u></u> 5	<u>6</u>	7	8	9	10	Definitely Will Recommend
7.	Please rate the t	telephone repres	sentative on th	e followir	ng:				Excellent	
	Overall	□1 □2	<u></u>	5	<u></u> 6	7	8	<u> </u>	1 0	
	Courteous	<u> </u>	□3 □4	5	<u></u> 6	7	8	9	10	
	Knowledgeable	_1 _2	<u></u>	<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
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10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
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	Comments: Mike is 9'REAT - DAM Seffeles for Monday ATELINOUS All Done 1/855 Than 24 Hours Of Finding! LEAK!
	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.



Definitely Will

(OVER)

Recommend

Excellent

4425 Walden Avenue Lancaster, NY 14086

Definitely Will Not

Please rate the telephone representative on the following:

Very Poor

Recommend

Overall

Courteous

Knowledgeable

7.

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** 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 2 15 3 4 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 3 | |4 15 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend?

	QUESTIONS ABOUT SCHEDULING
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	Professionalism
	Did Not
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10.	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 1 2 3 4 5 6 7 8 9 210 Standing Behind 1 2 3 4 5 6 7 8 9 210 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.



Excellent

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Please rate the telephone representative on the following:

Very Poor

7.

Overall

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google 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 16 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 14 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend

	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. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ☑ 10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness								
	Comments:								
	GRRAT JOB. WILL BR USING YOUR COMPANY IN THR FUTURE. COULD NOT A PATE STANDING BRHIND THEN WORK 1ST TIME USING COMPANY ONLY BREW A WEEK								
	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)

4425 Walden Avenue Lancaster, NY 14086

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Courteous

Knowledgeable

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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor							
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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 Did Not Explain Explain							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
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							
(Comments:							
-	f you would like up to call you places fill in your telephone number.							
'	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provided.							



Excellent

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Very Poor

Overall

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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	Excellent							
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12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism 1 2 3 4 5 6 7 8 9 10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	ℓ								
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: ()	ded.							



4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other	er 🔲 F	d about WN` Friend Jsed us Be		Billboa			Y)		
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial cal repair? —————	I to the com	pletion	of the re	pair, ho	w satis	fied or diss	
	Extremely Dissatisfied		3	4 5	<u>6</u>	7	X 8	9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet	your expec	tations?					
	Fell Far Below Your Expectations	□1 □2	3	4	6	□ 7	X 8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well	did WNY Plu	mbing c	ompare	with yo	ur idea	l?	Matches
	Your Ideal		<u></u> 3	」 4 □ 5	<u></u> 6	<u> </u>	18	9	10	Your Ideal
5.	How likely or unl	ikely are you to	use WNY P	Plumbing the	e next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3	1 4 □ 5	□ 6	□ 7	□ 8	⊠ 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommen	d WNY Plun	nbing Se	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	3] 4 □ 5	☐6	<u> </u>	8	1 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	<u>sentative</u> or	n the followi	ng:				Excellent	
	Overall	□1 □2	<u></u>]4	<u></u> 6	□ 7	<u> </u>	<u> </u>	1 0	
	Courteous	□1 □2	<u></u>]4 🔲5	□ 6	□ 7	<u> </u>	<u> </u>	X 10	
	Knowledgeable	□1 □2	□3]4	<u>6</u>	7	8	9	<u>K</u> 10	(OVED)
					•					(OVER)

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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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:	20							
	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 9 410 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.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 4 9 10 Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness								
	Comments: BOTH MIKE + SEM WEVE GREAT TO WORK WITH BOTHWEVE COUNTEWUS, PROFESSIONAL + EARY TO HALK TO. 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)

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) 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 2 3 4 15 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches 4 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> 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						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called						
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12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	Did we complete the repair on our first trip to your home? 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						
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15b.	if a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Very Poor Trustworthiness 1						
-	Comments: Sean was professional + competent, unlike the last person who came to my house.						
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



4425 Walden Avenue Lancaster, NY 14086

*	Where have you Newspape Google Other	er 🔲 F	l about WNY F riend Jsed us Befo		Billboa			Y)		
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	12	<u>3</u> 4	5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair so	ervice meet yo	ur expect	tations?				. /	
	Fell Far Below Your Expectations	1 2	<u>3</u> <u>4</u>	5	□6	7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	<u>3</u> 4	5	<u></u> 6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plui	mbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u>1</u> 2	<u>3</u> <u>4</u>	5	<u></u> 6	<u> </u>	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend \	NNY Plun	nbing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> <u>4</u>	5	□6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	<u>sentative</u> on th	ne followi	ng:				Excellent	
	Overall	□1 □2	□3 □4	5	<u></u> 6	7	<u> </u>	<u></u> 9	10	
	Courteous	□1 □2	□3 □4	5	<u></u> 6	7	8	9	1 10	
	Knowledgeable	<u> </u>	3 4	<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	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called							
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	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable	Did No.						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	•							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: 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!	N/A N/A						
	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)

4425 Walden Avenue Lancaster, NY 14086

Overall

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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 Ex	cellent							
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	Knowledgeable								
		Did Not Explain							
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15b.									
16.		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: Exercised WORK BY RICKY WEAVER.								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	d.							



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	QUESTIONS ABOUT SCHEDULING							
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12.	Were you contacted by phone to confirm the appointment? X Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ☒ 10 Knowledgeable □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ☒ 10							
	Explanation of Repair	Did Not 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							
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15b.	·							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
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Excellent

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Very Poor

Overall

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google 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 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 Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following:

	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. 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 <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 1 □ 0 □ 0 □ 1 □ 0								
	Did Not								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.									
140.	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 You applicable How satisfied or dissatisfied were you with the time needed to complete the repair?								
16.	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 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!								
	Comments: Continue to be extremely SHT: field 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.								



4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other	er 🔲 F	about WNY P riend Ised us Befor		("X" ALL T Billboard Logo on Tr		.Y)		
				OVER	ALL				
2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the comp	oletion of the	e repair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	□6 □	7 🗌 8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	ur expecta	ations?	7 🗌 8	<u></u> 9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plun	nbing compa	are with yo	our idea 9	l? \10	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are you to	use WNY Plun	nbing the	next time yo	ou need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plum	bing Service	s to a frie	nd?	/	
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	<u></u> 5	□6 □7	7 🗌 8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone repres Very Poor	sentative on th	e followin	g:			Excellent	
	Overall	□1 □2	□3 □4	□ 5	☐6 ☐7	['] 8	<u> </u>	<u> </u>	
	Courteous	□1 □2	□3 □4	□ 5	☐6 ☐7	[']	<u> </u>	<u> </u>	
	Knowledgeable	1 2	3 4	<u></u> 5	☐6 ☐7	8	9	<u> </u>	(OVER)

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



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

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

1.	Where have you Newspape Google Other	er	Frie	end	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything fro cent plum	om your nbing re	initial pair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	lid this rep	oair serv	vice m	eet you	r expect	ations?					No.
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	<u></u> 5	□6	7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. F	low w	ell did V	VNY Plu	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 [2	3	4	<u></u> 5	<u></u> 6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are y	you to u	se WN	IY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 [2 [3	4	<u></u> 5	6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	you to r	ecomn	nend W	NY Plum	bing Se	ervices 1	to a frier	nd?		
	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 i Very Pooi		ntative	on the	followir	ng:				Excellent	
	Overall	To:y: 50.	⊐っ ୮	\exists_3	\square_{A}	\square_5	Пс	\square_{\neg}	\Box	\Box_{α}	10	
	Courteous		_ ∠		□ 4 □ 1				8	<u></u> 9		
		∐¹	2]3 	□ 4	<u></u> 5	∐6 —	∐7 —	<u> </u> 8	<u></u> 9	X 10	
	Knowledgeable	∐1 <u></u>	2	3	4	<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 1 2 3 4 5 6 7 8 9 10 Excellent					
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12.	Were you contacted by phone to confirm the appointment? X Yes No					
	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent					
	Professionalism					
	Knowledgeable 1 2 3 4 5 6 7 8 9 10					
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain					
14a.	Did we complete the repair on our first trip to your home? X 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					
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15b.						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1					
	QUESTIONS ABOUT WNY PLUMBING CO.					
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness					
	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.					