

4425 Walden Avenue Lancaster, NY 14086

1.	Where have you  Newspape Google Other	er 🔲 l	Friend Jsed us	Before		Billboa	ard on Truc	:k		lumbing i	nstallel.
	The second second				OVE	RALL		A5 5	Yewn	an famp	hlet whest.
2.	Considering ever with our most re	ything from yo cent plumbing	our initial repair?	call to t	he com	pletion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3	<u>4</u>	5	<u>6</u>	<b>□</b> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice m	eet you	rexpect	ations?				ſ	
	Fell Far Below Your Expectations	□1 □2	3	4	5	<u>6</u>	<b>□</b> 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How we	ell did V	VNY Plu	mbing o	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>□</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recomn	nend W	NY Plun	nbing S	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	_7	8	<u></u> 9	<b>10</b>	Definitely Will Recommend
7.	Please rate the to	elephone repre	<u>esentative</u>	e on the	followi	ng:				Excellent	
	Overall	$\square_1$ $\square_2$	$\square_3$	$\Box_4$	$\square_5$	П <sub>6</sub>	7	<b>□</b> 8	<b>П</b> 9	<b>10</b>	
	Courteous		☐3	<u></u>	□5	□6		□8	9		
	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 Poor						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment?  Yes  No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following:						
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10           Knowledgeable         1         2         3         4         5         6         7         8         9         10						
	Fundamental of Respire Color C						
14a. <b>1</b> 4b.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16)  If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered — Part Too Lifetime guarantee  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1						
-	f you would like us to call you, please fill in your telephone number: ()						
'	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



(OVER)



#### RECEIVED JUL 1 1 2023

# www.wnyplumbing.com

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Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 I	d about WNY Pl Friend Jsed us Befor	Billb			Y)		
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2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the completion	n of the re	pair, ho	w satis	fied or dissa	atisfied were you
4	Extremely Dissatisfied	<u> </u>	□3 □4	<b>□</b> 5 <b>□</b> 6	5 <b>7</b>	8	<u> </u>	≥10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet you	ır expectations	?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5 <u></u> 6	<b>7</b>	8	9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did \	WNY Plumbing	compare	with yo	ur idea	1?	
	Very Far From Your Ideal	<b>1 2</b>	3 4	<u></u>	5 7	8	<u> </u>	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plum	bing the next	time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	□5 □6	7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend W	/NY Plumbing	Services t	o a frier	id?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone repro	esentative on the	e following:					
		Very Poor			_			Excellent	
	Overall	<u></u>	<u>3</u> 4	<b>□</b> 5 <b>□</b> 6	∐7	<u></u> 8	<u></u> 9	<b>⊠</b> 10	
	Courteous	□1 □2	☐ 3 ☐ 4	□5 □6	<b>□</b> 7	8	9	<u>×</u> 10	

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	QUESTIONS ABOUT SCHEDULING							
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1/1	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:  Very Poor  Excellent							
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ▶ 10							
	Knowledgeable	ot 🦳						
	Explanation of Repair         1         2         3         4         5         6         7         8         9         10         Explain	in 🔲						
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisf	-						
	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:							
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						OVE	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfi <mark>ed we</mark> re you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent different Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	□8	<u></u> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did V	VNY Plui	mbing o	compare	with yo	our idea	l? • <b>□</b> 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	_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 Plun	nbing S	ervices <sup>•</sup>	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	4	5	<u></u> 6	7	8	<u> </u>	<b>1</b> 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u></u> 1	<u>2</u>	<u></u> 3	<u></u> 4	<b>□</b> 5	<b>□</b> 6	7	8	<u></u> 9	<b>⊠</b> 10	
	Courteous	1	2	3	4	5	6	7	<b>8</b>	<b>□</b> 9	10	
	Knowledgeable	1	2	3	<u></u> 4	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 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         1         2         3         4         5         6         7         8         9         10
	Supposition of Paralle
	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?
140.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1 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:
17.	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: Tyler Walker represented your company very well
	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

MIKE Mª DONOVER MET ALL

EXPRETATIONS. VERYPROFF, SIGNAL I WORD HAVE HOPED THAT THE BASKET ON THE MOTOR COUD BEILEP 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** 5 <u>| 4 |</u> 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 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 5 3 4 16 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 4 5 Recommend Recommend 7. Please rate the telephone representative on the following: Very Poor **Excellent** Overall Courteous

QUESTIONS ABOUT SCHEDULING
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
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
0. Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
<ol> <li>Generally, what time of day would you prefer service?</li> <li>Morning Afternoon Evening (after 5p.m.) No particular time</li> <li>Were you contacted by phone to confirm the appointment?</li> </ol>
QUESTIONS ABOUT THE REPAIR ITSELF
3. Please rate the <u>service technician</u> on the following:
Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10           Knowledgeable         1         2         3         4         5         6         7         8         9         10           Explanation of Repair         1         2         3         4         5         6         7         8         9         10         Explain
4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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
5a. 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
5b. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
6. 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.
7. Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  Standing Behind Their Work  Their Work  Please check this box if you will also use an online rating service, Thank you!  Excellent  8 9 10  8 9 10  8 9 10  8 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  Newspape Google Other		F	riend	WNY Plu Before		P ("X" A Billboa Logo (	ard		<b>Y</b> )		
						OVE	RALL					
2.	Considering ever with our most re	ything t cent plu	from you umbing i	ır initial epair?	call to t	he com	pletion (	of the re	epair, ho	w satisfi	ed or dissa	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	_7	8	□9 <sub>⟨</sub>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet youi	expect	ations?				/	
	Fell Far Below Your Expectations	_1	2	<u></u> 3	<u>4</u>	<u></u> 5	<b>□</b> 6	_7	8	<u>9</u>	Q10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing c	ompare	with yo	our ideal	2 /	
	Very Far From Your Ideal	<u> </u>	_2	3	4	<u></u> 5	<u></u> 6	7	8	<b>□</b> 9	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Pium	bing the	next tir	ne you	need pl	umbing s	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>7</b>	8	<u></u> 9	Q10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing Se	rvices 1	o a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<b>□</b> 9	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followin	ng:			ı	Excellent	_
	Overall	□1	2	☐ 3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<b>□</b> 9 ]	10	
	Courteous	1	2	<u></u> 3	4	5	<u>6</u>	7	8	<b>□</b> 9	10	
	Knowledgeable	1	2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	□9 <sup>-</sup>	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							
	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. 16.	If a part had to be ordered, did we keep you informed about status?  Yes No applicable  How satisfied or dissatisfied were you with the time needed to complete the repair?							
10.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied  Extremely Satisfied							
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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:  Mife did an outstanding job.  Suall R. Santin							
	If you would like us to call you, please fill in your telephone number: ()							





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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	seen o	r heard	about V	VNY Plu	ımbing?	("X" A	LL THA	T APPL	Y)		
	Newspape	r	F	riend			Billboa	ard				
	Google		$\Box$ $\cup$	sed us	Before		Logo	on Truc	k			
	7 Other		Lancing!				J					
	ALCO AND THE REAL PROPERTY.				Silver	OVE	RALL					
2.	Considering ever with our most red	ything f cent plu	rom you Imbing I	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	<u> </u>	3	<u></u> 4	5	<b>□</b> 6	<b>□</b> 7	<b>8</b>	<u> </u>	<u> </u>	Extremely Satisfied
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	Fell Far Below Your Expectations	<b>□</b> 1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>10</b>	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	<b>□</b> 1	2	Пз	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	□9	<b>10</b>	Definitely Will Use Next Time
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	Definitely Will Not Recommend	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u></u> 8	<u> </u>	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	<b>□</b> 1	<u>2</u>	□3	<b>4</b>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	П8	<b>Ø</b> 9	□10	
	Courteous	1	2	3	<u></u> 4	5	 6	7	8	<u></u> 9	<u></u> 10	
	Knowledgeable	<u> </u>	<u> </u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<b>2</b> 9	<b>□</b> 10	(OVER)

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	Knowledgeable
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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  Excellent
	Trustworthiness
	Comments:
	Called and left a Message on a Minday and got no response whee called in wednesday and everything went great from then on Tyler was AWESUME! He deserves a raise!
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



# RECEIVED JUL 17 2023 www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 15 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. Fell Far Below Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 3 4 5 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <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 The day after I called Three days after I called  My Rogues Ted day						
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment?  Yes No ?						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following:  Very Poor  Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	Did we complete the repair on our first trip to your home?  \( \hat{X} \) Yes (SKIP TO Q.16)  \( \hat{D} \) No (CONTINUE)						
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status?						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:  Very Poor  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!						
.5	Comments:  Well SATIS fied. Second Time I used WNY for  Service. Price seems Izigh.  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						

(OVER)





#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		g quality service							our home. We are take a minute to
1.	Where have you  Newspape Google Other	er 📈 F	about WNY Pluriend Ised us Before	Billbo			<b>n</b>		
	/43			OVERALL					
2.	Considering ever with our most re	rything from you ecent plumbing	ur initial call to repair?	the completion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	<b>□</b> 5 <b>□</b> 6	7	8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	r expectations?	)				
	Fell Far Below Your Expectations	□1 □2	3 4	□5 □6	7	<b>8</b>	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	12	<u>3</u> <u>4</u>	<b>□</b> 5 <b>□</b> 6	7	8	<b>×</b> 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next ti	ime you r	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	<b>□</b> 7	8	<b>Ø</b> 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices to	o a frien	ıd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<b>□</b> 5 <b>□</b> 6	7	8	<b>Z</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	following:				Excellent	
	Overall	□1 □2	☐3 ☐4	<b>□</b> 5 <b>□</b> 6	<b>□</b> 7	8	<b>Ø</b> 9	<u> </u>	
	Courteous	$\square_1$ $\square_2$	$\square_3$ $\square_4$	<b>5 6</b>	7	8	<b>1</b> 9	10	

□1 □2 □3 □4 □5 □6 □7 □8 ☑9 □10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <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)
<b>1</b> 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?  Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10
	Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments: Aval Rep- fast worlder burtous.
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5

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent	
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11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment?  Yes  No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the 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)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
		_
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	_







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Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	erFi	about WNY Plu iend sed us Before	□В	"X" ALL THA illboard ogo on Truc		<b>(</b> )		
		MY TELE		OVER/	ALL				
2.	Considering ever with our most re	rything from you cent plumbing i	r initial call to tepair?	the comple	etion of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>1</b> 10	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	r expectat	ions?				
	Fell Far Below Your Expectations	<u> </u>	<u>3</u> 4	<u></u>	<b>6 7</b>	8	<b>2</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumi	bing compare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	3 4	5	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the n	ext time you	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	1 2	☐3 ☐4	<b>□</b> 5 [	<b>□</b> 6 <b>□</b> 7	<b>X</b> 8	<u> </u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumb	ing Services t	o a frier	nd?		
	Definitely Will Not Recommend	1 2	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	8	<b>X</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	following				Excellent	
	Overall	10 Ta			76 17	<b>□</b> 8	Па	X10	
		<u> </u>							
	Courteous	<u></u> 1 <u></u> 2	<b>□</b> 3 <b>□</b> 4	<b>□</b> 5 <b>L</b>	6     7	8	<b></b> 9	<b>≥</b> 10	

□1 □2 □3 □4 □5 □6 □7 □8 ☒9 □10

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called	l called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the 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	Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 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.		
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.	Sausiicu
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 70  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 710  Please check this box if you will also use an online rating service, Thank you!	
	Comments: Pricey!	
	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	ed.





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dedic		quality	service									our home. We are take a minute to
1.	Where have you  Newspape Google Other		F	about \ riend sed us		Ï	Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most red	ything 1 cent plu	from you Imbing I	ır initial epair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	!?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unli	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recom	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	□3	<b>4</b>	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	sentativ	e on the	followi	ng:					
		Very P	oor		_		_	_	_	_	Excellent	
	Overall	1	2	3	4	<u></u> 5	<b>6</b>	<b>□</b> 7	8	9	10	

 $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called	· I called
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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	Did Not
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain
14a.	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	
<b>1</b> 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  Other	
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	0
	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  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:  Spurchased the toilet from your retail store and Jam Greene arranged for the installation which was trouble free If you would like us to call you, please fill in your telephone number: ()	and
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or he	ard about '	WNY Plu	ımbing?	("X" <i>P</i>	LL THA	T APPL	Y)		
	Newspape	r [	Friend			Billboa	ard				
	Google	į.	Used us	Before	e 🔲	Logo	on Truc	k			
	Other										
					OVE	RALL					
2.	Considering every with our most red			call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □	2	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<b>□</b> 8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent di	d this repai	r service m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>7</b>	8	<u> </u>	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ce. How w	ell did V	VNY Plu	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<u></u> 10	Matches Your Ideal
5.	How likely or unli	kely are yo	ı to use WI	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2 🔲 3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unli	kely are yo	u to recom	mend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □	2 🔲 3	<u></u> 4	<u></u> 5	<u>6</u>	<b>□</b> 7	<b>□</b> 8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor	presentativ	e on the	followi	ng:				Excellent	
	Overall	$\Box_1$	2	$\prod_4$	<b>5</b>	$\Box_6$	$\square_7$	Пв	П9	<b>10</b>	
	Courteous		2 3	4	5	<u></u> 6		8	9		
	Knowledgeable	□1 □	2 🔲 3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	<b>□</b> 8	<u> </u>	⊠10	(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	Excellent
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called	I called
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13.	Please rate the service technician on the following:  Very Poor  Excellent	
	Professionalism	
	Knowledgeable	
	Explanation of Repair $\boxed{1}$ $\boxed{2}$ $\boxed{3}$ $\boxed{4}$ $\boxed{5}$ $\boxed{6}$ $\boxed{7}$ $\boxed{8}$ $\boxed{9}$ $\boxed{3}$ $\boxed{10}$	Did Not Explain
14a.	May (COMPTO CAS). The (COMPTONIE)	ширин ш
<b>1</b> 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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	QUESTIONS ABOUT WNY PLUMBING CO.	Outlonou
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	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	*
	Comments:	
-		
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arior	voi uno important	our roy.										
1.	Where have you  Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL				100	
2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ur initial repair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	5	<u>6</u>	7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet vou	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u>4</u>	<u></u> 5	<u>6</u>	<b>□</b> 7	8	<u> </u>	☑10	Far Exceeded Your Expectations
4.	Imagine an ideal	renair s	service.	How w	ell did V	VNY Plu	mbina d	compare	with vo	our idea	?	
7.	Very Far From Your Ideal	1	2	3	4	5	<u>6</u>	7	<u></u> 8	9	⊠10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use W	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	☑10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	5	<u>6</u>	<b>□</b> 7	8	<u></u> 9	∑10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall						Пе	$\square_{7}$		9	×10	
	# 1 W1 W11	'		3	Ш <b>4</b>							
	Courteous	1	2	<b>∐</b> 3	4	5	∐6	7	∐8	9	≥ 10	
	Knowledgeable	<u> </u>	2	<u></u> 3	<u>4</u>	5	<u>6</u>	7	8	<u> </u>	<b>≥</b> 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? <b>("X" ALL THAT APPLY)</b> 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         1         2         3         4         5         6         7         8         9         ≥         10
	Explanation of Repair         1         2         3         4         5         6         7         8         9         ≥         10         Explain         □
15a. 15b.	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  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
	Dissatisfied
17	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments:
-	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.







#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** Extremely 4 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** \_\_3 4 5 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called 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
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12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 5 atisfied  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.





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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 seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)											
	☐ Newspape	er	F	riend			Billbo	ard				
	Google		$\mathbf{X}$ u	sed us	Before	е 🗌	Logo	on Truc	ck			
	Other											
						OVE	RALL					
2. Considering everything from your initial call to the completion of the repair, how satisfied with our most recent plumbing repair?							fied or diss	atisfied were you				
	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	□9	<b>10</b>	Extremely Satisfied
3.	To what extent d	lid this r	repair se	ervice m	neet you	r expect	tations?	)				
	Fell Far Below Your Expectations		2	3	4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	<u> </u>	🖄 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?											
	Very Far From Your Ideal	1	2	3	<u></u> 4	5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	li <mark>kely a</mark> r	e you to	use WI	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	□8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recom	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	<u> </u>	<u></u> 3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following:  Very Poor  Excellent											
	Overall	<u></u> 1	2	<u></u> 3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	<b>1</b> 0	
	Courteous	<b>□</b> 1	2	Шз	<b>4</b>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	<b>1</b> 0	
	Knowledgeable	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	<b>□</b> 7	□8	<u> </u>	<b>1</b> 0	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. 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 service technician 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 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 110 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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Knowledgeable

dedic		quality	service									our home. We are e take a minute to
1.	Where have you  Newspape Google Other		☐ Fi	about V riend sed us			Billbo			Y)		
		13.				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 you			
	Extremely Dissatisfied	1	2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	<u>9</u>	<b>1</b> 10	Extremely Satisfied
3.	To what extent d	lid this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	5	<u>6</u>	7	8	<b>X</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	<u>6</u>	7	8	9	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<b>8</b>	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	li <mark>kely a</mark> r	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the to	elephor Very P		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	_2	<u></u> 3	<u> </u>	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	≥10	

☐3 ☐4 ☐5 ☐6 ☐7

	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 The day after I called Three days after I called  Three days after I called  Three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? If Yes \( \subseteq \text{No blue repairment was } \)								
	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								
	Did Not								
	Explanation of Repair								
14a.	Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)								
140.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	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								
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17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!								
	Comments:								
-									
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	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								
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	QUESTIONS ABOUT THE REPAIR ITSELF	1 - 1							
13.	Please rate the service technician on the following:								
	Professionalism  Very Poor  Excellent  Professionalism  1 2 3 4 5 6 7 8 9 10								
	Knowledgeable	Did Not							
	Explanation of Repair	Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
<b>1</b> 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  Other								
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15b.									
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	Comments:								
	Pretty Esperson								
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.							