

RECEIVED JUL 0 1 2024

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic	vould like to than cated to providing ver this important	quality	or givin service	g WNY . In ord	Plumbir er to he	ng the o elp us im	pportur prove d	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		/ F	about V riend sed us			Billboa			Y)		
						OVEF	RALL					
2.	Considering ever with our most red	ything f cent plu	rom you mbing i	ur initial repair?	call to 1	the comp	pletion (of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	X 1	_2	Пз	4	<u></u> 5	□6	<u> </u>	8	9	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this ro	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	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? □10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	3	4	<u></u> 5	6	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plum	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	1	<u> </u>	Пз	4	<u></u> 5	□ 6	□ 7	8	<u></u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	following	ng:				Excellent	
	Overall	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u> </u>	7	8	9	10	
	Courteous	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	
	Knowledgeable	1	_2	3	<u></u> 4	5	6	_7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1							
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. 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							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
15b.	if a part flat to be ordered, did we keep you informed about oracle.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness In the image of the image o							
	Comments: Thank you for being so prompt, Mike Freat service of We love 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.							



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1.	Where have you Newspape Google Other	er 🛮 🗗 F	about WNY P Friend Jsed us Befo		(" X" Al Billboa Logo o	rd		Υ)		
				OVER	ALL					
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the comp	letion o	f the re	pair, ho	w satisfi	ed or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	3 4	<u></u> 5	<u> </u>	X 7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet yo	ur expecta	ations?					
	Fell Far Below Your Expectations	□1 □ 2	<u>3</u> 4	<u></u> 5	<u></u> 6	\ 7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plum	nbing co	mpare	with yo	our ideal'	?	
	Very Far From Your Ideal	□1 □ 2	☐ 3 ☐ 4	□ 5	<u> </u>	7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are you t	o use WNY Plur	nbing the	next tim	ne you	need plu	umbing s	service?	
	Definitely Will Not Use Next Time	□1 □ 2	□3 □4	<u></u> 5	6	7	8	<u> </u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are you t	o recommend \	VNY Pluml	bing Şeı	rvices I	to a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	☐3 ☐4	<u></u>	△ 6	7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the t		<u>esentative</u> on th	e followin	g:				Evacllant	
	Overall	Very Poor							Excellent	
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	Courteous	□ 1 □ 2	□ 3 □ 4	5	<u> </u> 6	∐ 7	8	<u>[</u>]9/	<u> </u>	

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13.	Please rate the <u>service technician</u> on the following:
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	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10
	Please check this box if you will also use an online rating service, Thank you!
	Comments: I WANTED A CHATRIM REPAIR AND TRACKS WOUND TO SAID
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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answ 1.	wer this important Where have you Newspape Google Other	seen or	Frie	end	VNY Plu Before		Billboa			Y)		
						OVER	RALL					
2.	Considering ever with our most red				call to t	he comp	oletion (of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□ 1 [2	3	4	<u></u> 5	<u></u> 6	7	8	9	⊠ 10	Extremely Satisfied
3.	To what extent d	id this re	pair serv	vice me	eet your	expecta	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	1 0	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	<u>□</u> 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	Definitely Will Use Next Time
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	Definitely Will Not Recommend	□ 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone Very Pod		<u>entative</u>	e on the	followir	ng:				Excellent	
	Overall	□1 [2 [3	4	<u></u> 5	<u>6</u>	7	■8	<u> </u>	1 0	
	Courteous	□1 [2 [3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	⊠10	

□3 □4 □5 □6 □7 □8 □9 ☑10

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	Comments: Had plans to be out of townwhen takkers water heater stopped working. NNY responded and resolved the matterquisky. 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.							



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				OVERALL				
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	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	<u></u>	7	8 🔲 9	10	Extremely Satisfied
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	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	□ 5 □ 6		8 🔲 9	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend W	NY Plumbing S	ervices to a f	riend?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> <u>4</u>	□ 5 □ 6	7	8 🗆 9	10	Definitely Will Recommend
7.	Please rate the te	elephone repres	entative on the	following:			Excellent	
	Overall	\square_1 \square_2	\square 3 \square 4	□ 5 □ 6	7	8 🔲 9	10	

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13b. If a part flad to be ordered, and we keep year informed about otation.
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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Comments:
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	7	Very Poor			<u> </u>	Excellent	
	Overall	1 2	☐ 3 ☐ 4	□ 5 □ 6	□7 □8	□ 9 □ 10	

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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Billboard Newspaper Friend Logo on Truck Used us Before Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 5 4 6 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches**]6 L 15 3 4 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Very Poor Excellent** NAKI **Overall**

Michael Lervice rep made the appt-when he was

	QUESTIONS ABOUT SCHEDULING							
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	Comments: Michael McDonough has been our Technician, and we siepe Ring his work alst. This review							
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1 4b.	b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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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								
	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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4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedi	would like to thank cated to providing over this important s	quality service.	g WNY Plumbir In order to he	ng the op elp us imp	portunity to prove our q	o service uality of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you s Newspaper Google Other	Fr 🔀 Fr	about WNY Plu iend sed us Before		("X" ALL T Billboard .ogo on Ti		Y)		
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2.	Considering every with our most rec	thing from you ent plumbing r	r initial call to epair?	the comp	letion of the	e repair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent did	d this repair se	rvice meet you	r expecta	tions?			5 /	
	Fell Far Below Your Expectations	1 2	3 4	<u></u> 5	6	7 🗌 8	9	X10	Far Exceeded Your Expectations
4.	Imagine an ideal r	repair service.	How well did V	VNY Plum	bing comp	are with y	our idea	l?	
	Very Far From Your Ideal	1 2	<u>3</u> <u>4</u>	<u></u> 5	□ 6 □	7 🗌 8	<u> </u>	1 10	Matches Your Ideal
5.	How likely or unlik	kely are you to	use WNY Plum	bing the I	next time y	ou need pl	umbing	service?	
	Definitely Will Not Use Next Time	1 2	□3 □4	<u></u> 5	□ 6 □	7 🗌 8	9	10	Definitely Will Use Next Time
6.	How likely or unlik	kely are you to	recommend W	NY Plumb	ing Service	es to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	<u></u> 5	□ 6 □	7 🗌 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the tel	lephone repres Very Poor	entative on the	e following	g:			Excellent	
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	QUESTIONS ABOUT SCHEDULING								
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Knowledgeable

dedi	would like to thar cated to providing ver this important	quality	or giving service	g WNY . In ord	Plumbir er to he	ng the o Ip us im	pportur prove d	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper											
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2.	Considering ever with our most re	rything fr cent plu	rom you mbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
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3.	To what extent d	lid this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u></u> 1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	1 0	Far Exceeded Your Expectations
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5.	How likely or un	likely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	Пз	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or un	likely are	you to	recomi	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
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17.	Please rate Western New York Plumbing on the following:								
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
	Comments: Thyear, was extremely coortes but helphon Thomas 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.								



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Knowledgeable

dedic	Ve would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are ledicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to inswer this important survey.											
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper											
						OVE	RALL					
2.	Considering ever with our most red	ything fr cent plur	om you mbing r	r initial epair?	call to t	the com	pletion (of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1	_2	3	4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	 10	Extremely Satisfied
3.	To what extent di	id this re	pair sei	rvice m	eet you	r expect	ations?					
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4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing c	ompare	with yo	our idea	l?	
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5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	_7	8	9	☑10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
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7.	Please rate the te	elephone	e repres	entative	e on the	followii	ng:					
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Knowledgeable

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1.	Where have you Newspape Google Other	er 🔲	d about WNY P Friend Used us Befo	Bil	X" ALL THA Iboard go on Trud		()		
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2.	Considering ever with our most re			the complet	ion of the r	epair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent d	lid this repair	service meet yo	ur expectatio	ns?				
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4.	Imagine an ideal	repair service	e. How well did	WNY Plumbi	ng compare	e with yo	ur idea	l?	
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	Definitely Will Not Use Next Time	□1 □2	3 🔲 3	5	□ 6 □ 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	to recommend \	WNY Plumbir	g Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	2	5	□ 6 □ 7	8	<u></u> 9	01	Definitely Will Recommend
7.	Please rate the t	elephone repr	<u>esentative</u> on th	ne following:				Excellent	
	Overall		□3 □4	□ 5 □] ₆ □ ₇	□ 8	<u></u> 9	10	
	Courteous		3 <u></u> 4	5	6	8	<u></u> 9	10	

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JUL 15 2024

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Knowledgeable

dedic	vould like to thar cated to providing ver this important	quality	or giving service.	J WNY I	Plumbin er to he	g the o lp us im	pportur prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, <u>pl</u> eas	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) ☐ Newspaper ☐ Friend ☐ Billboard ☐ Google ☐ Used us Before ☐ Logo on Truck ☐ Other											
						OVER	RALL					
2.	Considering ever with our most re	ything fr cent plui	om you mbing re	r initial epair?	call to t	he com _l	pletion	of the re	epair, ho	w satist	fied or dissa	atisfied were you
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3.	To what extent d	id this re	pair ser	vice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	<u></u> 1	2	3	<u> </u>	<u></u> 5	□ 6	□ 7	8	9	1 0	Far Exceeded Your Expectations
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	Definitely Will Not Recommend	□ 1	2	□3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	9	10	Definitely Will Recommend
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WAYPLUMBING

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to than cated to providing ver this important	quality service	g WNY Plumbi . In order to he	ng the op elp us imp	portunity to s prove our qual	ervice the plu ity of service t	mbing in yo o you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Plo riend sed us Befor		(" X" ALL THA Billboard .ogo on Truc	·		
				OVER	ALL			
2.	2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied wer with our most recent plumbing repair?							atisfied were you
	Extremely Dissatisfied	<u> </u>	3 4	<u></u> 5	□ 6 □ 7	8 9	<u> </u>	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	ır expectat	tions?			
	Fell Far Below Your Expectations	□1 □2	☐ 3 ☐ 4	□ 5 [□ 6 □ 7	8 9	<u> </u>	Far Exceeded Your Expectations
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	Very Far From Your Ideal	□1 □2	□3 □4	□ 5 [□6 □7	8 9	<u> </u>	Matches Your Ideal
5.	How likely or un	li <mark>kely are</mark> you to	use WNY Plum	nbing the r	next time you	need plumbing	service?	
	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 W	/NY Plumb	ing Services	to a friend?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u> 5 [6 🔲 7	8 9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	e following	1:			
		Very Poor	<u> </u>		g -		Excellent	
	Overall	□1 □2	3 4	□ 5 [□ 6 □ 7	8 9	<u> </u>	
	Courteous							

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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	·								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	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!								
	great and fixed is guickly!								
	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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4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did \	WNY Plui	mbing o	compare	with yo	our idea	ll?	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use WN	NY Plum	nbing the	e next ti	me you	need pl	umbing	service?	
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6.	How likely or un	likely ar	e you to	recomi	mend W	/NY Plun	nbing S	ervices	to a frie	nd?		
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7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	e followi	ng:				Excellent	
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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
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12.	Were you contacted by phone to confirm the appointment?								
i i sh	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism								
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15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
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Knowledgeable

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	QUESTIONS ABOUT SCHEDULING								
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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:								
	Professionalism Very Poor Excellent Professionalism 1								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
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dedi	e would like to thank you for giving WNY Plumbing the opportunity t dicated to providing quality service. In order to help us improve our q swer this important survey.	to service the plumbing in y juality of service to you, plea	our home. We are se take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL 1 Newspaper Friend Billboard Google Used us Before Logo on T Other		
	OVERALL		
2.	Considering everything from your initial call to the completion of th with our most recent plumbing repair?	e repair, how satisfied or dis	satisfied were you
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3.	To what extent did this repair service meet your expectations? Fell Far Below Your Expectations 1 2 3 4 5 6	l7 □8 ઁ9 □10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing comp Very Far From Your Ideal 1 2 3 4 5 6	pare with your ideal?	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time y	ou need plumbing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6]7	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Service	ces to a friend?	
	Definitely Will Not 1 2 3 4 5 6]7 □8 □9 <mark>⊠1</mark> 0	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor	Excellent	
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	Courteous	7 🔲 8 🔲 9 📉 10	
	Knowledgeable 1 2 3 4 5 6	7 🔲 8 🔀 9 🔲 10	(OVER)

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75	QUESTIONS ABOUT THE REPAIR ITSELF							
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	Knowledgeable							
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	QUESTIONS ABOUT WNY PLUMBING CO.							
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	Trustworthiness							
	Comments:							
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Knowledgeable

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	Extremely Dissatisfied	□ 1	_2	<u></u> 3	4	<u></u> 5	<u> </u>	□ 7	8	9	⊠10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
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5.	How likely or unl	likely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
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6.	How likely or unl	likely are	e you to	recomr	nend W	NY Plun	nbing So	ervices	to a frie	nd?		
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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
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12.	Were you contacted by phone to confirm the appointment? X Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
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14a.	If no, was it because? ("X" ALL THAT APPLY)								
140.	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 part had to be purchased by me.								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	·								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness In the image of the image o								
	Comments: I appreciated the upfront pricing, hourly cost and the good estimate of final pricing was very helpful.								
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1.	Where have you Newspape Google Other		Frie	nd	VNY Plu		Billboa			Υ)		
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3.	To what extent d Fell Far Below Your Expectations	id this rep	pair servi	ice me	eet your	expect	ations? □6	□ 7	<u> </u>	<u> </u>	№10	Far Exceeded Your Expectations
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13.	Please rate the service technician on the following: Very Poor Excellent									
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain									
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1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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	Please check this box if you will also use an online rating service, Thank you!									
	Every thing about my experience with WNY Plumbing exceeds my expectations Thank you so very much p. 1101:									
	If you would like us to call you, please fill in your telephone number: ()									



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4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plumbin	g compare	e with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	t time you	need pl	umbing	service?	
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6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing	Services	to a frie	nd?		
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	Courteous	□1 □2	3 4	<u></u>	6 7	8	<u> </u>	10	
	Knowledgeable	□ 1 □ 2	□3 □4	<u></u>	6 7	□ 8	9	10	(OVER)

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	Professionalism							
	Knowledgeable							
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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:							
-								
	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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4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

1.	Where have you Newspape Google Other	1	Frie			? ("X" AL Billboai Logo oi	rd		Y)		
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2.	Considering ever with our most re	ything fro cent plum	m your nbing rep	initial <mark>call</mark> to pair?	the con	pletion of	f the re	epair, ho	w satisfied (or dissa	atisfied were you
	Extremely Dissatisfied	□1 [2 [<u>3</u> 4	5	□ 6	□ 7	8	□9 📈	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this rep	oair serv	ice meet yo			7	□ 8	□9 💆	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair se	rvice. H	ow well did		imbing co	mpare	with you		10	Matches Your Ideal
5.	How likely or unl	ikely are	you to u	se WNY Plui	nbing th	e next tim	ne you	need pl	umbing serv	vice?	
	Definitely Will Not Use Next Time	□ 1 [<u></u> 2 [3	<u></u> 5	□ 6	7	8	□ 9 □	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to re	ecommend \	NNY Plui	nbing Ser	vices	to a frie	nd?	(6)	
	Definitely Will Not Recommend	□ 1 [2 [<u>3</u> 4	<u></u> 5	□ 6	□ 7	8	□ 9 △	10	Definitely Will Recommend
7.	Please rate the t	elephone Very Poo					\			ellent	
	Overall	4	12	2 1	5	1-16-1	X 7	l la	9	10	

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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?
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:
	Professionalism Very Poor Excellent Professionalism 1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other 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 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 Trustworthiness 1
	Comments: You grys are the best I we appreciate how dependable you have been
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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dedi	would like to than cated to providing ver this important	quality	service	g wny . In ord	er to he	lp us im	pportui iprove (our qual	ity of se	rvice to	you, pleas	e take a minute to
1.	Where have you Newspape Google Other		F	about V riend sed us			Billbo			Y)	w	
						OVE	RALL			1		
2.	Considering every	ything f cent plu	rom you Imbing I	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	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	<u></u> 5	□6	7	8	× 9	<u> </u>	Far Exceeded Your Expectations
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5.	How likely or unli	ikely ard	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	× 10	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomr	nend W	NY Plun	nbing S	ervices	to a frie	nd?		
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7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	1 0	
	Courteous	1	\square_2	3	4	<u></u> 5	□ 6	7	□ 8	9	☑10	
	Knowledgeable		\square_2	☐ ₃	\Box_4	5	6	7	8	<u></u> 9	⊠ 10	(OVED)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent						
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	Knowledgeable						
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dedi	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in yocated to providing quality service. In order to help us improve our quality of service to you, pleas ver this important survey.	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Vsed us Before Logo on Truck Other	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissewith our most recent plumbing repair?	atisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?	
	Fell Far Below Your Expectations 1 2 3 4 5 6 7 8 9 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?	
	Very Far From Your Ideal 1 2 3 4 5 6 7 8 9 10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor Excellent	
	Overall	
	Courteous	

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	QUESTIONS ABOUT SCHEDULING
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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)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor 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:
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dedic	vould like to than cated to providing	quality s	r giving service.	WNY I	Plumbir er to he	ig the o Ip us im	pportur prove o	ity to s our qual	ervice t	he plur rvice to	nbing in yo you, pleas	our home. We are e take a minute to
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3.	To what extent d Fell Far Below Your Expectations	id this re	pair ser	vice m	eet you	expect	ations?	□ 7	8	<u> </u>	10	Far Exceeded Your Expectations
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5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	ne you	need pl	umbing	service?	
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6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
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7.	Please rate the to	elephone Very Po		<u>entative</u>	e on the	followi	ng:				Excellent	
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	QUESTIONS ABOUT SCHEDULING							
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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 Did Not Explain							
14a.	Voc (CMID TO 0.16) No (CONTINUE)							
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	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Exceptent							
	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 WAS EXCELLENT! PROFESSIONAL, PERSONABLE & KNOWLEGABLO.							
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1.	Where have you Newspape Google Other		ard about W Friend Used us	[Billbo			Y)		
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2.	Considering ever with our most re	rything from cent plumbi	your initial on the second repair?	call to the c	ompletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1 [2 3	4	5 🗌 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repa	ir service me	et your exp	ectations?)				
	Fell Far Below Your Expectations	_1 _	2 3	4	5 🗌 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	ice. How we	ell did WNY I	Plumbing	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1 _	2 3	4	5 🗌 6	□ 7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are yo	u to use WN	Y Plumbing	the next t	ime you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 3	4	5 🗌 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are yo	u to recomm	nend WNY P	lumbing S	ervices	to a frie	nd?	_	
	Definitely Will Not Recommend	1 [2 3	<u>4</u>	5 🗌 6	_7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	presentative	on the follo	wing:				Excellent	
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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent							
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12.	Were you contacted by phone to confirm the appointment? X Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	V							
1 4b.	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness							
	Comments: Vas grated 200 for an hour. Charged over 1300. Wash of expecting to pay more, But great If you would like us to call you, please fill in your telephone number: ()							
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





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dedic		quality	service									ur home. We are e take a minute to
1.	Where have you Newspape Google Other		∑ Fı	about V riend sed us			Billboa			Y)		
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2.	Considering ever with our most red	ything f cent plu	rom you Imbing r	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<u> </u>	□ 7	8	<u> </u>	⊠1 0	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	<u> </u>	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing c	compare	with yo	our idea	l?	
	Very Far From Your Ideal		2	3	4	5	□6	7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	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	□ 6	_7	8	9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?											
	Definitely Will Not Recommend	1	_2	□ 3	<u></u> 4	<u></u> 5	□ 6	_7	8	9	∑ 10	Definitely Will Recommend
7.	Please rate the telephone representative on the following:											
		Very Po	oor								Excellent	
	Overall	1	2	□ 3	4	5	□6	□ 7	8	9	⊠ 10	

□3 □4 □5 □6 □7

	QUESTIONS ABOUT SCHEDULING										
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	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate <u>Western New York Plumbing</u> on the following: Very Poor Excellent										
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!										
	Comments: A DIFFERENT COMPANY QUOTED ME \$1600 TO NEFLACE FACUES AND PIPES. WNY Prumbing replaced THE BAD PART FOR NWORR \$300 IN ZHRS, ALL NOS!										
	If you would like us to call you, please fill in your telephone number: ()										



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1.	Where have you Newspape Google Other		Fr	about V riend sed us			Billboa			Υ)		
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3.	To what extent d Fell Far Below Your Expectations	id this re	pair se	rvice m	eet your	expect	ations?	7	8	© 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair so	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with you	our idea	$\overline{}$	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	<u>2</u>	<u></u> 3	4	5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	_3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		<u>sentative</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	<u></u> 3	4	5	<u>6</u>	7	8	9	⊠ 10	
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	QUESTIONS ABOUT SCHEDULING										
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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										
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.	Bid we complete the repair on our mot trip to year name.										
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.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.											
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:										
	Trustworthiness In the image of the image o										
	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.										



RECEIVEL
JUL 3 1 2024

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality servic	ng WNY e. In ord	Plumbin er to he	ig the o Ip us im	pportur prove o	ity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 I	Friend Jsed us			Billboa	ard		Y)	**	
					OVEF	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	our initial repair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	9	×10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	□1 □2	3	4	<u></u> 5	<u></u> 6	7	8	9	<u>×</u> 10	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	□1 □2	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	<u>×</u> 10	Matches Your Ideal
5.	How likely or unl	likely are you t	o use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	_3	4	<u></u> 5	<u></u> 6	□ 7	8	9	<u>×</u> 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you t	o recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1. □2	3	4	<u></u> 5	□ 6	_7	8	<u> </u>	<u>X</u> 10	Definitely Will Recommend
7.	Please rate the t	elephone repr Very Poor	<u>esentativ</u>	e on the	followi	ng:				Excellent	to our meghor
	Overall	□1 □2	<u></u> 3	4	5	□ 6	7	8	9	<u>×</u> 10	Kn05pe
	Courteous	□1 □2	3	4	5_	<u>6</u>	7	<u> </u>	9	X 10 Y	erypleasant!

 \square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called										
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. 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 □1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain										
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
1 4b.	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 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!										
8	We think WNY Plumbing is the VERY BEST! Every single plumber you have sent to our home to solve a problem goes fyou would like us to call you, please fill in your telephone number: () above + beyond! Always clear THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	1,									

Thank you! Linda Flom Van Hortwick

Pleasant + protessional