

487 Erie Street Lancaster, NY 14086

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JUN 1 8 2020

dedi	would like to thar cated to providing ver this important	quality service	ng WNY Plumbi e. In order to he	ng the opporto elp us improve	unity to servious our quality	vice the plun of service to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r AF	about WNY Pli riend sed us Before	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re-	ything from you cent plumbing	ur initial call to repair?	the completior	of the repa	air, how satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	1 2	3 4	□5 □6	<u> </u>	□8 元9	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	r expectations		8 🔲 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plumbing		rith your ideal	? 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next	ime you ne	ed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □ ₆	7	8 🔲 9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plumbing S	Services to a	a friend?		
	Definitely Will Not Recommend	_1 _2	<u>3</u> <u>4</u>	□5 □6	<u> </u>	8 🔲 9	10	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	e following:			Excellent	
	Overall	1 2	□3 □4	□5 □6	□7	8 🔼 9		
	Courteous	<u> </u>	□3 □4	□5 □6	7		10	
	Knowledgeable	□1 □2	□3 □4	□5 □6		8 🕎 9	<u> </u>	(OVFR)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Longer than three days after	l called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 1							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 410	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.								
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 9 410	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments:	,						
	If you would like us to call you, please fill in your telephone number: ()							
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



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1.	Where have you Newspape Google Other	er 🔲 Fi	riend sed us Befor		Billboa Logo		k	Y)		
			()	OVE	RALL	1				
2.	Considering ever with our most re	rything from you cent plumbing i	ır initial call to epair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 2	☐3 ☐4	<u></u> 5	6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet yo	ur expect	ations?					
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	<u></u> 5	□6	<u> </u>	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	5	□6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plur	nbing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	VNY Plum	nbing Se	ervices 1	o a frie	nd?		
9	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	☐ ₆	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on th	e followir	na:					
		Very Poor							Excellent	
	Overall	□1 □2	☐ 3 ☐ 4	5	<u></u> 6	7	8	9	 10	
	Courteous	□1 □2	□3 □4	5	□ 6	□ 7	□8	9	1 0	
	Knowledgeable	1 2	3 4	<u></u> 5	<u>6</u>	7	8	9	10	(OVER)

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	Knowledgeable	
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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	
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(Comments:	
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						OVE	RALL					
2.	Considering ever with our most re	rything 1 cent plu	rom you ımbing ı	ır initial epair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	<u>2</u>	<u></u> 3	<u>4</u>	<u></u> 5	□6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this r	epair se	rvice m	eet you	r expect	ations?				y.	
	Fell Far Below Your Expectations	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing (compare	with vo	our idea]?	
	Very Far From Your Ideal	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	☐ ₆	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WN	NY Plum	bing the	e next ti	me vou	need pl	umbina	service?	
	Definitely Will Not Use Next Time	_1	2	□3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	□10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plun	nbing S	ervices	to a frie	nd?	·	
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	☐6	□ 7	□ 8	<u></u> 9	□ 10	Definitely Will Recommend
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		Very Po									Excellent	
	Overall	1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	<u>10</u>	
	Courteous	1	_2	<u></u> 3	4	<u></u> 5	□ 6	7	□8	9	U10	
	Knowledgeable	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	9	10	(OVER)

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1	Comments:							
-								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



(OVER)

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dedid	would like to thar cated to providing ver this important	quality service	ng WNY Plumbi e. In order to h	ing the opport elp us improve	unity to s our qua	service f lity of se	the plur ervice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 💹 F	l about WNY Pl riend Jsed us Beford	Billbe			Υ)		
				OVERALI					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completio	n of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	□5 □6	i	<u> </u>	9	1 10	Extremely Satisfied
3.	To what extent d	id this repair so	ervice meet you	ur expectations	?				
	Fell Far Below Your Expectations	<u> </u>	□3 □4	<u></u>	5 🔲 7	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
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	Very Far From Your Ideal	<u> </u>	□3 □4	□5 □6	5 7	8	<u> </u>	⊠10	Matches Your Ideal
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	Definitely Will Not Use Next Time	<u>1</u> 2	<u></u>	□5 □6	5	8	9	区10	Definitely Will Use Next Time
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	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	<u></u>	i	8	<u> </u>	X 10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	П5 П6	\square_7	Пв	\Box	1 10	
							<u> </u> 9		
	Courteous		<u></u> 3 <u></u> 4	<u></u>	∐7 —	<u> </u> 8	<u> </u>	[公]10	
	Knowledgeable		\square 3 \square 4	□5 □6	7	□8	9	区10	(OVER)

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	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable □1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10							
	Explanation of Repair □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ☑ 10	Did Not Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	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!							
		2						
-	We were very lappy with the service.							
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1.	Where have you	seen or he	ard about \	WNY Plu	mbing?	("X" A	LL THA	T APPL	Y)		
	Newspape	r 🗀	Friend			Billboa	rd				
	Google] Used us	Before		Logo c	n Truc	k			
	Other										
					OVEF	RALL					
2.	Considering ever with our most re			call to t	he com _l	oletion (of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2	<u></u> 4	<u></u> 5	□6	<u> </u>	8	2 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repai	r service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	4	<u></u> 5	□6	□ 7	8	A 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ice. How w	ell did V	NY Plur	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	<u> </u>	<u></u> 5	□6	7	8	2 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are yo	u to use WI	NY Plum	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 3	<u></u> 4	<u></u> 5	□ 6	7	8	K 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recom	mend W	NY Plum	nbing Se	ervices t	o a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephone re Very Poor	presentativ	<u>e</u> on the	followii	ng:				Excellent	
	Overall	1	2 🔲 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	X 9	10	
	Courteous	1 -	2	<u></u> 4	5	<u></u> 6	7	□ 8	2 9	<u> </u>	
	Knowledgeable	_1 _	2 3	<u></u> 4	5	□ 6	□ 7	8	1 9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent
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12.	Were you contacted by phone to confirm the appointment? Yes No
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13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10
	Knowledgeable
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	Please check this box if you will also use an online rating service, Thank you!
-	Comments: ONLY RESCON FOR 9 15 CLEAN UP WAS NOT THE BEST I ARUE SEEN. WOOD CARPS FORM DRIVEN WOLDE OF SLOPE 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)

487 Erie Street Lancaster, NY 14086

Overall

Courteous

Knowledgeable



We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** Extremely 15 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded Your Expectations Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From** Matches 14 15 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 14 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor** Excellent

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8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
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	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness
	Comments: Toucher Course was the blumber & le la mour
n	ight away what the problem was. Previous plumber
	If you would like us to call you, please fill in your telephone number: ()



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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 Newspaper Billboard Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely 15 **Extremely** 4 16 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Matches 15 2 3 4 16 8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 16 Recommend Recommend 7. Please rate the <u>telephone</u> representative on the following: **Very Poor Excellent** Overall Courteous

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

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	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	911
	Professionalism	
	Knowledgeable	PULL
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent	
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 ≥10	
	Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
-		
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.



487 Erie Street Lancaster, NY 14086



1.	Where have you	seen or he	eard about \	NNY Plu	ımbing?	" ("X" A	LL THA	T APPL	Y)		
	Newspape	er	Friend			Billboa	ard				
	Google		Used us	Before		/ Logo d	on Truc	k			
	Other	L	_ 0000 00	20.0.0		_090 (,,, ,, ao	•			
	Other	rates see es est	Management of the		OVE	TTT		Shirt 23/05	Nexe (e.g.)		
	统制的特别的				OVE	TALL					
2.	Considering ever with our most re			call to t	the com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	<u></u> 4	<u></u> 5	□6	□ 7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this repa	ir service m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	rice. How w	ell did V	VNY Plui	mbing o	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 [2 3	<u></u> 4	<u></u> 5	☐6	7	8	9	1 10	Matches Your Ideal
5.	How likely or unl	likely are yo	ou 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	<u></u> 6	<u> </u>	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are yo	ou to recom	mend W	NY Plum	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	4	<u></u> 5	□6	7	8	9	710	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	<u>epresentativ</u>	e on the	followi	ng:			į	Excellent	
	Overall	1 _]2	4	<u></u> 5	<u></u> 6	7	8	□9	10	
	Courteous	<u> </u>	2 🔲 3	4	<u></u> 5	□ 6	7	8	<u> </u>	710	
	Knowledgeable	_1 _	2 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	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: PEFFECT NS PUBLIC IN SEPTIFICE								





(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable



We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Billboard Friend Google Logo on Truck Jsed 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 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 14 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? 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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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: Survivement Mike was great to work with Friendle knowledgeable, Clean Nice person to have in his figure 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.								



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RECEIVED

1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	rom you mbing i	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	9	10	Extremely Satisfied
3.	To what extent d	lid this re	epair se	rvice m	eet you	r expect	ations?				(,	
	Your Expectations	1	<u>2</u>	3	<u></u> 4	5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plu	mbing (compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	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	<u> </u>	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomr	mend W	NY Plum	nbing S	ervices t	to a frie	nd?	,	
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	10	Definitely Will Recommend
7.	Please rate the to			sentativ	e on the	followi	ng:					
		Very Po	or								Excellent	
	Overall	1	<u></u> 2	∐3	<u></u> 4	5	<u></u> 6	∐ 7	8	<u></u> 9	10	
	Courteous	1	2	3	<u>4</u>	5	□6	7	8	9	10	
	Knowledgeable	1	2	3	<u></u> 4	<u></u> 5	□6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable	Did Not								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.		* , ,								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments: MIKE ALWAYS DOES AN OUTSTANDAY JOB!									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.								



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1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pl riend sed us Before	Billbo			()		
				OVERALL					
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the completion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	3 4	□5 □6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	ervice meet you	ir expectations		8	<u> </u>	×10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbing		with yo	ur idea	l? ✓ 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plun	nbing the next t	time you	need plu	umbing	service?	
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6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	Services t	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u>	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:				Excellent	
	Overall	□1 □2	□3 □4	□5 □6	7	8	<u> </u>	1 0	
	Courteous	□1 □2	□3 □4	□5 □6	7	8	<u> </u>	∑ 10	
	Knowledgeable	□1 □2	<u>3</u> <u>4</u>	□5 □6	<u> </u>	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
	Overall, how would you rate us on scheduling this repair service at your convenience?
	Very Poor
	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 \[\sum_{\psi_e} \fo \cov_i \dot_{\psi_e} \left \fo \cov_i \dot_{\
0.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
1.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
2.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
3.	Please rate the service technician on the following:
	Very Poor Excellent
360	Professionalism
	Knowledgeable
	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?
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 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
7.	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:
(Comments:



(OVER)

487 Erie Street Lancaster, NY 14086



dedi	would like to thar cated to providing ver this important	g quality service	ng WNY Plumb e. In order to h	ing the opelp us imp	pportunity to prove our qu	service uality of s	the plui ervice to	nbing in yo you, pleas	our home. We are be take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pl riend Jsed us Befor		("X" ALL T Billboard Logo on Tr		_Y)		
				OVER	ALL				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the comp	letion of the	repair, h	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	<u>6</u>	7 🗌 8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet you	ır expecta	tions?				
	Fell Far Below Your Expectations	<u> </u>	<u></u>	<u></u> 5	□6 □	7 🗌 8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plum	nbing compa	are with y	our idea	!?	
	Very Far From Your Ideal	12	<u>3</u> 4	5	□6 □·	7 🗌 8	9	<u></u> 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plun	nbing the	next time yo	ou need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u> 5	□6 □:	7 🗌 8	<u> </u>	☑10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	VNY Plumb	oing Service	s to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5	□6 □:	7 🗌 8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on th	e following	a:				
		Very Poor			5			Excellent	
	Overall	☐ 1 ☐ 2	☐ 3 ☐ 4	<u></u> 5 [□ 6 □ 7	8 🗌	9	 ✓ 10	
	Courteous	□1 □2	☐3 ☐4	<u></u>	□ 6 □ 7	8	9	≥ 10	
	Knowledgeable	<u>1</u> 1 <u>2</u>	☐ 3 ☐ 4	<u></u> 5 [□ 6 □ 7	8 🗌 8	9		(OVED)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment?								
	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) X No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness								
-	Comments: DERVIT SERVIT								
	If you would like us to call you, please fill in your telephone number: THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



(OVER)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable



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

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
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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 9 710 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 Satisfied Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
-	Very Poor Trustworthiness 1								
-	omments: Because of this Covid-19 + our special reads son - you helped ut 1st Aport and as always - Mike was wearing his mark & glober + Very Proffessional								
l li	you would like us to call you, please fill in your telephone number: ()	,							



487 Erie Street Lancaster, NY 14086

Knowledgeable

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JUN 1 1 2020

dedi	would like to that cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the opportunit elp us improve ou	ty to service or quality of se	the plumbing in yoervice to you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pl riend Ised us Before	umbing? ("X" AL Billboard Logo on	d	Υ)	
Bi s				OVERALL		SECTION	
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completion of	the repair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	□5 □6 [7 🗌 8	□9 XÍ10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	r expectations?			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	□5 □6 [□ 7 □ 8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	VNY Plumbing cor	mpare with yo	our ideal?	
	Very Far From Your Ideal	12	<u>3</u> <u>4</u>	□5 □6 [7 🗌 8	□9 🖾 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next time	e you need pl	umbing service?	
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	□5 □6 [□ 7 □ 8	□9 💆10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing Serv	vices to a frier	nd?	
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	7 🗌 8	□9 <u>□</u> 10	Definitely Will Recommend
7.	Please rate the to		sentative on the	following:			
	0	Very Poor				Excellent	
	Overall		<u></u>	<u></u>	<u></u>	∐9 ∑10	
	Courteous		3 4	□5 □6 □	□ 7 □ 8	□9 🖾10	

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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 The day after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism 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)								
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								
	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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?								
10.	Extremely Dissatisfied 1	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness 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 provi	ded.							



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JUN 8 1 2020

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JUN 1-8 2020

1.	Where have you Newspapel Google Other		rd about \ Friend Used us			e ("X" A Billboa Logo c	ırd		Y)		
					OVER	RALL					
2.	Considering ever with our most red	ything from cent plumbir	our initial g repair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 -	2	<u>4</u>	<u></u> 5	□6	7	8	9	<u> </u>	Extremely Satisfied
3.	To what extent di	id this repair	service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1	2 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How w	ell did W	/NY Plur	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2 3	<u>4</u>	<u></u> 5	<u>6</u>	□ 7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unli	ikely are you	to use WN	IY Plumb	oing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unli	ikely are you	to recomr	mend WI	NY Plum	nbing Se	rvices ⁻	to a frier	nd?		
	Definitely Will Not Recommend	1	2	4	<u></u> 5	☐6	7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone rep Very Poor	resentativ	e on the	followin	ng:				Excellent	
	Overall	□1 □:	2	\prod_4	П ₅	П ₆	7	□ 8	9	₩10	
	Courteous		2	4	□ 5	□6		8	□ 9	10	
	Knowledgeable	<u> </u>	2	<u></u> 4	<u></u> 5	□6	<u> </u>	8	9	<u> </u>	(OVER)

		QUESTIONS ABOUT SCHEDULING					
8.	Overall, how would Very Poor	you rate us on scheduling this repair service at your convenience? 1 2 3 4 5 6 27 8 9 10	Excellent				
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day						
11.	Generally, what time	e of day would you prefer service? 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 serv	ice technician on the following:					
	Professionalism	Very Poor Excellent □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10					
	Knowledgeable	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10					
	Explanation of Repair	□1 □2 □3 □4 □5 □6 □7 □8 ☒9 □10	Did Not Explain				
14a.							
14b.	a part had to b the technician the product fai	e? ("X" ALL THAT APPLY) e ordered could not fix or determine the problem and needed assistance led again shortly after the first visit eded to be replaced or the technician determined the product is unrepairable					
15a.	Same Day	rdered, how many days did it take to get the part and complete the repair? 1-3 days 4-6 days 7-8 days More than 8 days Part still on order					
15b.		rdered, did we keep you informed about status? Yes No Not applicable					
16.	Extremely						
	Disatisfied	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied				
17.	Please rate <u>Western</u>	New York Plumbing on the following:					
	Trustworthiness Standing Behind Their Work	Very Poor 1 2 3 4 5 6 7 8 9 10 1 1 2 3 4 5 6 7 8 9 10 this box if you will also use an online rating service, Thank you!					
	Comments:		.,				
-	4						
	-	call you, please fill in your telephone number: () ANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	ed.				



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١.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)								
	Newspaper	r Fi	riend	В	Billboard				
	Google	□ U	sed us Before		ogo on Truc		. ^		
	Other		thro	Ugh	OUr	bul	lde		
				OVER/	ALL				
2.	Considering every with our most red			the compl	etion of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	□ 5 [□ 6 □ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di	d this repair se	ervice meet you	ır expectat	tions?				
	Fell Far Below Your Expectations	<u> </u>	□3 □4	<u></u> 5 [_ 6 _ 7	8	9	10	Far Exceeded Your Expectations
1.	Imagine an ideal	repair service.	How well did	WNY Plum	bing compare	e with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	3 4	□ 5 [_ 6 _ 7	8	9	10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plun	nbing the n	next time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	1 2	<u>3</u> 4	<u></u> 5 [6 7	8	<u> </u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend V	/NY Plumb	ing Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	<u></u>	<u></u> 5 [6	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone repre	sentative on th	e following	j:				
		Very Poor						Excellent	
	Overall	□1 □2	☐ 3 ☐ 4	<u></u> 5 [□ 6 □ 7	8	9	10	
	Courteous	□1 □2	☐ 3 ☐ 4	□ 5 [□ 6 □ 7	8	9	1 10	
	Knowledgeable	1 2	☐3 ☐4	<u></u> 5	6 🔲 7	8	9	<u> </u>	(OVER)

8. Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	butprompt					
Same day I called	butprompt					
10. Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular da 11. Generally, what time of day would you prefer service?	1					
	-					
12. Were you contacted by phone to confirm the appointment?	call					
QUESTIONS ABOUT THE REPAIR ITSELF						
13. Please rate the <u>service technician</u> on the following: Very Poor Excel	llent					
Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □	10					
Knowledgeable	10					
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 (CONTINUI	Ε)					
14b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b. If a part had to be ordered, did we keep you informed about status? Yes No Not app	licable					
16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely O Satisfied					
QUESTIONS ABOUT WNY PLUMBING CO.						
17. Please rate Western New York Plumbing on the following: Very Poor Excel	ellent-					
Trustworthiness 1 2 3 4 5 6 7 8 9 5 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 6 7 8 9 6 7 8 9 6 7 8 9 6 7 8 9 9 7 8 9 9 9 7 8 9 9 9 9	[10]10					
Comments:						
Mike has opened tolosed our pool house for about 5 years. He's always professional police I willing to do more than If you would like us to call you, please fill in your telephone number: () required! THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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1.	Where have you Newspaper Google Other	r 🔲 Fr	about WNY Pli iend sed us Before	Bill	" ALL THA board o on Truc		Y)		
				OVERAL					
2.	Considering every with our most red	ything from you cent plumbing r	ır initial call to epair?	the completi	on of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	☐ 3 ☐ 4	5	6 7	8	9	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair se	rvice meet you	r expectation	ns? 6	□ 8	<u></u> 9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbir	g compare	e with yo	our idea	1?	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plum	nbing the nex	t time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	<u></u> 5	6 🔲 7	8	<u> </u>	1 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend W	/NY Plumbing	Services	to a frie	nd?		/
	Definitely Will Not Recommend	<u>1</u> <u>2</u>	<u>3</u> 4	<u></u>	6 🔲 7	<u> </u>	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	e following:				Excellent	
	Overall	<u> </u>	□3 □4	<u></u> 5	6 🔲 7	<u> </u>	<u> </u>	10	
/	Courteous	□1 □2	□3 □4	<u></u>	6 🔲 7	8	<u> </u>	10	
(Knowledgeable	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9	110	(OVER)
	1,2806.1							~	

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor						
9.	What day was your service scheduled for? (*X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent						
	Professionalism 1 2 3 4 5 6 7 8 9 10						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 5 7 8 9 7 0 Explain						
14a.							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
-	Installed new toilet approx January friendly, Lowreas						
, 1	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.						