

## RECEIVED

(OVER)

#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

ThuRE YOU SHIP

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 Jsed us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 **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 14 15 6 Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 4 Recommend 15 Recommend Please rate the telephone representative on the following: 7. **Very Poor Excellent** 

	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. 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:
	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)
	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
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  Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor  Trustworthiness
	Comments:  Sear did excellent aborbat our house.  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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	QUESTIONS ABOUT SCHEDULING	
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	Professionalism	
	Knowledgeable	
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14a.	. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)	
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15b.	If a part had to be ordered, did we keep you informed about status?    Yes   No   Not applicable	
16.	Extremely Dissatisfied	
24	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness	
	Comments:	
	If you would like us to call you, please fill in your telephone number: ()	· ·



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thank you!

WNY Plumbing Co, Inc. 4425 Walden Avenue Lancaster, NY 14086

ucu	would like to tha icated to providin wer this importan	g quality service	ing WNY Plum ce. In order to	bing the help us i	opportu mprove	nity to our qua	service ality of s	the plu ervice t	ımbing in y to you, plea	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 I	d about WNY Friend Used us Befo		Billboa			LY)		
				OVE	RALL					
2.	Considering eve with our most re	rything from yo ecent plumbing	our initial call t repair?	o the con	npletion	of the r	epair, ho	ow satis	sfied or diss	satisfied were you
	Extremely Dissatisfied	□1 □2	3	4 🔲 5	<b>□</b> 6	7	<u> </u>	<u> </u>	<b>1</b> 0	Extremely Satisfied
3.	To what extent o	lid this repair s	ervice meet y	our exped	tations?					
	Fell Far Below Your Expectations	□1 □2	3	4 🔲 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plu	ımbing c	ompare	e with yo	our idea	ıl?	
	Your Ideal	1 2	3 2		□6	7	8		10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plu	mbing th	e next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 2	1	<u>6</u>	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend	WNY Plur	nbing Se	rvices	to a frie	nd?	· ·	
	Definitely Will Not Recommend	_1 _2	3 2		☐ <sub>6</sub>	7	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	<u>sentative</u> on tl	ne followi	ng:					
	Overall	1 2	□3 □4	<u></u> 5	<u></u> 6	<u> </u>	<u>8</u>	<u></u> 9	Excellent 10	
	Courteous	□1 □2	☐3 ☐4	□5	П <sub>6</sub>	$\square_7$	<b>□</b> 8	9	10	
	Knowledgeable	□1 □2	3 4	5	□6	 7	8	□ 9	10	(OVED)

	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 \( \subseteq \text{No} \)
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable 1 2 3 4 5 6 7 8 9 10 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.	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.	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  Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness
	Comments:
^	
	If you would like us to call you, please fill in your telephone number: ()





WNY Plumbing Co, Inc. 4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or heard	about WNY P	lumbing?	("X" A	LL THA	T APPL	<b>Y</b> )		
	Newspape	r 🔲 Fi	riend		Billboa	ard				
	Google	LU	sed us Befor	e 🔲	Logo d	on Truc	k		÷.	
	Other									
				OVEF	RALL					
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet yo	ur expect	ations?					
	Fell Far Below Your Expectations	1 2	<u>3</u> 4	<u></u> 5	□6	7	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	<u></u> 5	<u></u> 6	7	18	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	nbing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1 2	□3 □4	<u></u> 5	<u>6</u>	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	<u>6</u>	<u> </u>	<b>□</b> 8	9	<u></u> 10	Definitely Will Recommend
7.	Please rate the te	elephone repres	<u>sentative</u> on th	e followir	ng:				Excellent	
	Overall	$\square_1$ $\square_2$	$\square_3$ $\square_4$	$\square_5$	Пе	$\square_7$	ΠΩ	<b>1</b> 9	□ <sub>10</sub>	
	Courteous									
			<u></u> 3 <u></u> 4	<u>5</u>	<u> </u>  6		<u></u> 8	9	<u> </u>  10	
	Knowledgeable	<u></u> 1 <u></u> 2		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	Excellent							
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12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <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.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.	Outonou							
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness  Standing Behind Their Work  Their Work  Trustworthiness  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:	2							
_									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.							





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1.	Where have you Newspape Google Other		F	d about Friend Jsed us			Billbo			.Y)		
						OVE	RALL					
2.	Considering eve with our most re	rything ecent plu	from yo umbing	ur initia repair?	I call to	the com	pletion	of the re	epair, ho	w satis	sfied or diss	satisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□6	<b>□</b> 7	<u> </u>	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent o	did this i	repair s	ervice m	neet vou	r expec	tations?	•				
	Fell Far Below Your Expectations	1	_2	Пз	<u>4</u>	<u></u>	<u>6</u>	7	8	9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an idea	l repair :	service.	How w	ell did V	NNY Plu	mbina (	compare	with vo	our idea	112	
	Very Far From Your Ideal	1	2	<u></u> 3	<u>4</u>	<u></u> 5	<u>6</u>	7		9	10	Matches Your Ideal
5.	How likely or un	likelv ar	e vou to	use Wi	NY Plum	bing the	e next ti	me vou	need nl	umhina	service?	
	Definitely Will Not Use Next Time	1	<u></u>	3	<u></u> 4	<u></u>	<u>6</u>	7	8	9		Definitely Will Use Next Time
6.	How likely or uni	likelv ar	e vou to	recomi	mend W	NY Plun	nbina S	ervices t	to a frie	nd?		
	<b>Definitely Will Not</b>										\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Definitely Will
	Recommend		<u></u> 2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6		8	<u> </u> 9,	≥ 10	Recommend
7.	Please rate the <u>t</u>	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall			Пз	$\Box_4$	$\square_5$	П6	□         7	∏ <sub>8</sub>	<b>П</b> 9	10 × 10	
	Courteous		$\square_2$	$\square_3$	$\square_{A}$				□8		10	
	Knowledgeable							/				
	····omoagoable	∐1	<u></u> 2	<b>∐</b> 3	∐4	<u></u> 5	<b>∐</b> 6	∐7	∐8	9	<b>1</b> 0	(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very	llent
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	led
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
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	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent	
	Professionalism         □ 1         □ 2         □ 3         □ 4         □ 5         □ 6         □ 7         □ 8         □ 9         ☑ 10           Knowledgeable         □ 1         □ 2         □ 3         □ 4         □ 5         □ 6         □ 7         □ 8         □ 9         ☑ 10	
		Not
14a.	. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)	
	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
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15b.		
16.	Extremely	tremely tisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
	If you would like us to call you, please fill in your telephone number: ()	





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1.	Where have you Newspape Google Other	er 🔲 F	d about WN Friend Jsed us B		Billbo			Y)		
				OV	ERALL					
2.	Considering ever with our most re	ything from yo cent plumbing	our initial ca repair?	all to the co	mpletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3 [	4!	5 🗆 6	7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair s	ervice mee	t your expe	ctations?					
	Fell Far Below Your Expectations	<u> </u>	3 [	_4t	5 <b>□</b> 6	<u> </u>	<b>X</b> 8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well	did WNY P	lumbing	compare	e with yo	ur idea	l?	
	Your Ideal	1 2	3 [	45	5 ☐6	7	<b>X</b> 8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY	Plumbing t	he next ti	me you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 [	4 🗆 5	i	<u> </u>	8	9	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recomme	nd WNY Plu	ımbing S	ervices <sup>·</sup>	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□з [	<b>_</b> 4 <b>_</b> 5	6	7	<b>□</b> 8	<b>X</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	<u>sentative</u> o	n the follov	ving:		*		Excellent	
	Overall	$\Box$ 1 $\Box$ 2	ПзГ	<b>□</b> 4 <b>□</b> 5	$\Box_6$	<b>□</b> <sub>7</sub>	×	П9	10	
	Courteous	$\Box_1 \Box_2$	Пз	]4			<b>X</b> 8	<u></u> 9	$\Box_{10}$	
	Knowledgeable			·		ш <i>′</i>	<del>\</del>			
	<b>g</b>	<u> </u>	∐3 L		∐6	<u></u>	LX18	∐9	∐10	(OVER)

	QUESTIONS ABOUT SCHEDULING	
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		Did Not
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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	Extremely Satisfied
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	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 provides.	ded.



## JUN 3 2021 mike

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thanks MINE! BANNE

(OVER)

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1.	Where have you Newspape Google Other	er 🔲 I	d about ' Friend Used us			Billbo			LY)		
					OVE	RALL					
2.	Considering ever with our most re	rything from yo	our initial repair?	call to	the com	pletion	of the r	epair, ho	ow satis	sfied or diss	satisfied were you
	Extremely Dissatisfied	☐1 ☐2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<u> </u>	<b>×</b> 10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice m	eet you	r expec	tations?					
	Fell Far Below Your Expectations	<u> </u>	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>×</b> 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From	repair service	. How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Your Ideal	□1 □2	3	4	<u></u> 5	□6	7	8	9	<b>X</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WN	IY Plum	bing the	e 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	□6	7	<u> </u>	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	o recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative	e on the	followi	ng:				Excellent	
	Overall	□1 □2	Пз	$\square_4$	<b>5</b>	П <sub>6</sub>	<b>П</b> 7	<b>□</b> 8	П9		
	Courteous	1 <u></u> 2	3	<u></u> 4	□ 5	□6	 7	<u></u> 8	<u></u> 9		1/47
	Knowledgeable	<u>1</u>	3	4	5	<u></u> 6	7	8	9	☐10	(OVED)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	xcellent
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	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:	
	Professionalism	
	Kilowieugeable	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)	
	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable	
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	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\begin{array}{c c c c c c c c c c c c c c c c c c c	
	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 in the postage provided in the postage provided in the postage provided	led.



Mice work Ricky.

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(OVER)

WNY Plumbing Co, Inc. 4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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 4 Extremely 15 8 Dissatisfied 16 Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** 6 Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 3 Your Ideal 4 15 16 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 Please rate the <u>telephone representative</u> on the following: 7. **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  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  The days after I called  The day after I called							
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable 1 2 3 4 5 6 7 8 9 10 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.	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status?  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  Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness							
	Comments:  TWAS VERY IMPRESSED + More than Satisfied With the Toiler  TNSTALL. WINDOWNG MOTHER IN NEAR FUTURE. You're on MY  If you would like us to call you, please fill in your telephone number: () hisTAS my plumbing Source.  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





## www.wnyplumbing.com hicky

4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		<u></u> □ F	d about Friend Jsed us			Billbo			LY)		
						OVE	RALL					
2.	Considering eve with our most re	rything ecent pli	from yo umbing	ur initia repair?	I call to	the com	pletion	of the r	epair, ho	ow satis	sfied or diss	satisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<b>\</b> 9	<u> </u>	Extremely Satisfied
3.	To what extent d	did this i	repair se	ervice m	neet you	ır expec	tations?	)				
	Fell Far Below Your Expectations	1	_2	3	4	<u></u> 5	<u></u> 6	7	<u> </u>	<b>\</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair :	service.	How w	vell did \	NNY Plu	mbing (	compare	e with yo	our idea	ıl?	
	Your Ideal	1	2	3	4	5	□6	7	8	<b>X</b> 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WI	NY 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	<b>□</b> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomi	mend W	NY Plum	nbina S	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	☐ <sub>6</sub>	7	8	9	<u>X</u> 10	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	sentativ	e on the	followin	Ju.					
		Very Po		Jointair	<u>o</u> on the	7 10110 1111	19.				Excellent	
	Overall	1	2	□3	4	<u></u> 5	<u></u> 6	7	□8	<b>M</b> 9	□ <sub>10</sub>	
	Courteous	1	2	□3	<b>4</b>	5	П6	7	8	<u></u> 9	740	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>□</u> 6		8		□10	(OVFR)

	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. 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 \(\subseteq\) 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         □ 1         □ 0           Knowledgeable         □ 1         □ 2         □ 3         □ 4         □ 5         □ 6         □ 7         □ 8         □ 9         □ 1         □ 0								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a. 14b. 15a.	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?								
1 E b	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. 16.	How satisfied or dissatisfied were you with the time needed to complete the repair?								
	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!  Excellent  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.								





WNY Plumbing Co, Inc. 4425 Walden Avenue Lancaster, NY 14086

GOOD JOB RICKY!

1.	Where have you	ı seen	or heard	d about	WNY PI	umbing	? ("X" /	ALL TH	AT APPI	_Y)		
	☐ Newspape			riend		Γ	Billbo					
	Google		×ι	Jsed us	Before	e		on True	ck			
	Other		•									
						OVE	RALL					ENGLISH, OF
2.	Considering eve with our most re	rything cent pl	from yo umbing	ur initia repair?	call to			of the r	epair, ho	ow satis	fied or diss	satisfied were you
	Extremely Dissatisfied	1	2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	<u> </u>	<b>□</b> 8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this	repair se	ervice m	neet you	r expect	tations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	□6	_7	□8	<u> </u>	<u>⊠</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	NNY Plu	mbing o	ompar	e with yo	our idea	ıl?	
	Very Far From Your Ideal	1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8		<b>1</b> 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WI	NY Plum	bing the	next ti	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	nend W	NY Plum	nbina Se	ervices	to a friei	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	☐ <sub>6</sub>	7	<u> </u>	9	<u>×</u> 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followin	ng:				Excellent	
	Overall		$\square_2$	$\square_3$	$\prod_4$	$\square_5$	Пе	$\square_7$	Па	Па	210	
	Courteous	1	2	<u></u> 3	4	□ 5	<u>□</u> 6	□ <i>r</i>	8	9	10	
	Knowledgeable	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u>9</u>	10	(OVER)
												()

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called The days after I called  Longer than 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  Were you contacted by phone to confirm the appointment?  Yes No — was over weekend so ok							
12.	Were you contacted by phone to confirm the appointment? Yes No — Was 8 to 2000 A 1000							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable 1 1 2 3 4 5 6 7 8 9 10 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.	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  Yes No Not applicable							
15b.	If a part had to be ordered, did we keep you informed about status:							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness							
	Comments: Great job by Ricky! Very professional and near with his work space. Will request him again							
	If you would like us to call you, please fill in your telephone number: ()							



(OVER)

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 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 14 15 6 17 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Matches 2 ]3 4 15 Your Ideal ]6 Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 14 5 16 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	excellent
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? X Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> 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)	
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	
	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. 16.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  How satisfied or dissatisfied were you with the time needed to complete the repair?	
10.	Extremely Dissatisfied  1  2  3  4  5  6  7  8  9  10	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
	Comments: O are a ideal type Physical Learn as a graph of Areas	al a D
4	have even using them 20 years. There the tech	10,
	If you would like us to call you, please fill in your telephone number: () also luttly dutter thank YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided envelope provided in the postage-paid envelope provided e	led. //



(OVER)

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other BUILDER CONTRACTOR **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** 14 15 6 Extremely 17 | |8 |X|9 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 3 4 15 16 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** 6 Recommend Recommend Please rate the telephone representative on the following: 7. **Very Poor Excellent** Overall

DIRECTED CALL TO ANOTHER PERSON

	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
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  (BECANSE OF MY SCHEDULE)
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 MIN - TO-LATE MORNING
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 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 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 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 SO NOT KNOW THE CON PANY WELL ENOUGH TO QUE THICHER PATINGS IN Q. 17. MIKE WAS  THE TECHNICIAN WHO PER FORMEN SERVICE - HE IS WOUSERFUL TO WORK WITH.
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	ı seen or hea	rd about	WNY Plu	umbing'	? ("X" /	ALL THA	AT APPL	.Y)		
	☐ Newspape	er 🗌	Friend			Billbo	ard		,		
	Google		Used us	Before		Logo	on Truc	k			
	Other Ne	w Home									
	ATT AND ADDITION OF THE PARTY O		4		OVE	BALL	72				
2.	Considering eve with our most re	rything from y cent plumbin	our initiag g repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	4	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	lid this repair	service m	eet you	r expect	tations?	at			/	
	Fell Far Below Your Expectations		2	4	5	<u> </u>	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		2	4	5	<u></u> 6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you	to use Wi	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	12	2	4	5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomi	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	12	2	<u></u> 4	<u></u> 5	☐ <sub>6</sub>	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephone repr Very Poor	<u>esentativ</u>	e on the	followi	ng:				Excellent	
	Overall	$\square$ 1 $\square$ 2	3	$\Box_4$	$\prod_5$	П <sub>6</sub>	7	□8	П9	M <sub>1.0</sub>	
	Courteous	12	3	4	5	<u>6</u>		8	9		
	Knowledgeable	<u> </u>	3	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	,						
9.	What day was your service scheduled for? ("X" ALi. 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. 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 <u>service technician</u> on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable	7						
	Explanation of Repair         1         2         3         4         5         6         7         8         9         10         Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b. 16.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  How satisfied or dissatisfied were you with the time needed to complete the repair?							
10.	Extremely  Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied  Extremely  Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Very Poor  Trustworthiness							
	Comments:							
		_						
	If you would like us to call you, please fill in your telephone number: ()	-						



(OVER)

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10  Excellent							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment?  Yes  No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
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 Satisfied  Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!							
	Comments:  MKE WAS TROTTSSION AF SKNOWLEDG ATE & WOULD TECOMHEND IT IN NEIGHBORS  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



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

1.	Where have you Newspap Google Other	er 🔲	rd about WN) Friend Used us Be		Billbo			LY)		
	Outer			Maria Maria	RALL				and the state of t	CO Marco Color and the substitution of the Color and the C
2.	Considering ever with our most re	erything from y ecent plumbing	our initial call g repair?			of the r	epair, ho	ow satis	sfied or diss	satisfied were you
	Extremely Dissatisfied	□1 □2	3	]4	<u></u> 6	7	<u> </u>	9	10	Extremely Satisfied
3.	To what extent ( Fell Far Below Your Expectations	did this repair s		your expec	tations?	7	8	<u> </u>	<b>≥</b> 10	Far Exceeded Your Expectations
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5.	How likely or un Definitely Will Not Use Next Time	likely are you t	o use WNY PI	umbing the	e next ti	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or un	likely are you t	o recommend	WNY Plun	nbing Se	ervices	to a frier	nd?		
	Definitely Will Not Recommend		3	4	☐ <sub>6</sub>	7	8	9	<b>2</b> 10	Definitely Will Recommend
7.	Please rate the t	elephone repre	esentative on	the followi	ng:				Excellent	
	Overall Courteous Knowledgeable	☐1 ☐2 ☐1 ☐2	3	4	□6 □6	□7 □7	□8     □8	□9 □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							
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	Knowledgeable							
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	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Very Poor  Trustworthiness							
	Comments:  EXCELLENT ETC ETC ETC							
	If you would like us to call you, please fill in your telephone number: ()							



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別	QUESTIONS ABOUT SCHEDULING					
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very					
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	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         Did Not Explain					
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)					
140.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other					
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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.					
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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!					
	MIKE WAS PROFESSIONAL, KNOWLEDGARG, & FIMILIAN WITH MY HOME.					
	If you would like us to call you, please fill in your telephone number: ()					



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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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	Professionalism					
	Knowledgeable 1 2 3 4 5 6 7 8 9 10					
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16.	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  \$\begin{array}{c c c c c c c c c c c c c c c c c c c					
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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						
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	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following:  Very Poor  Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
148	a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)						
14	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						
	a. If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  The standard had to be ordered did we keep you informed about status? Yes No Not applicable						
15 16	B. If a part had to be ordered, did we keep you informed about status:						
10	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied  Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17	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!						
5	DIAGNOSED IT. I WILL ASK FOR HIM A GAIN IF THERE'S ANY FUTURE ISSUES.  If you would like us to call you, please fill in your telephone number: ()						
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	Knowledgeable 1 2 3 4 5 6 7 8 9 10					
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10.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied  Extremely Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.					
17.	Please rate Western New York Plumbing on the following:					
	Trustworthiness					
	Comments:					
	LUMBING					
	If you would like us to call you, please fill in your telephone number: ()					



Excellent

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

**Very Poor** 

7.

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	QUESTIONS ABOUT SCHEDULING	
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	Knowledgeable 1 2 3 4 5 6 7 8 9 10	
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16.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied	
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1.	Where have you Newspape Google Other	er 🔲	d about WN Friend Used us Be		Billbo			_Y)		
				OVE	RALL					
2.	with our most re	rything from yo ecent plumbing	our initial cal repair?	II to the con	npletion	of the r	epair, ho	ow satis	sfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3	<b>□</b> 4 <b>□</b> 5	□6	7	8	<u> </u>	<b>1</b> 0	Extremely Satisfied
3.	To what extent of	did this repair s	ervice meet	your expec	tations?	)				
	Fell Far Below Your Expectations	□1 □2	3	<b>1</b> 4 <b>□</b> 5	<u></u> 6	7	8	9	<b>X</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service	. How well	did WNY Plւ	ımbing (	compare	with yo	our idea	ıl?	
	Your Ideal	□1 □2	3	<b>4 5</b>	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	likely are you t	o use WNY F	Plumbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u> 3 <u></u>	<b>]</b> 4 <b>□</b> 5	<u></u> 6	7	8	9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you t	o recommen	d WNY Plur	nbing S	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend		3	]4	☐6	7	8	<u></u> 9	<b>\(\)</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on	the followi	ng:					
		Very Poor							Excellent	
	Overall		3	4 5	6	7	□8	9	<b>X</b> 10	
	Courteous	☐ 1 ☐ 2	<u>3</u>	l4 🔲 5	<u></u> 6	<b>□</b> 7	□8	<u> </u>	, 10	
	Knowledgeable	□1 □2	3	4 🔲 5	6	7	8	9	<b>1</b> 0	(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. 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:					
	Professionalism					
	Knowledgeable					
	Explanation of Repair 1 2 3 4 5 6 7 8 9 410 Explain					
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)					
14b.	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable  Other					
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order					
15b.	if a part flad to be ordered, did we keep you informed about statuto.					
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					
	Comments: \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \					