

RECEIVED JUN 0 5 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Newspaper 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** __6 \square 8 \square 9 \square 10 **Extremely** 17 <u>|</u>5 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** _|3 L ___5 4 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Excellent Very Poor 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 Three days after I called Three days after I called | r 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 \square No | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | |
| 13. | Please rate the service technician on the following: | |
| | Very Poor Excellent | |
| | Professionalism | |
| | Knowledgeable | |
| | Explanation of Repair | Did Not Explain |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 | Extremely Satisfied |
| | QUESTIONS ABOUT WNY PLUMBING CO. | |
| 17. | Please rate Western New York Plumbing on the following: | |
| | Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! | |
| | Comments: | u. |
| - | | |
| - | 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 | hah |

RECEIVET JUN 0 5 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedic | | quality | service | | | | | | | | | our home. We are e take a minute to |
|-------|---|---------------------|-------------|----------------------------|------------|-----------|----------------|-------------|------------|------------|---------------|--|
| 1. | Where have you Newspape Google Other | | F | about \ riend sed us | | | Billbo | | | .Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re- | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | <u> </u> | _2 | Пз | <u></u> 4 | <u></u> 5 | <u></u> 6 | _7 | □ 8 | <u> </u> | 1 0 | Extremely Satisfied |
| 3. | To what extent d Fell Far Below Your Expectations | id this ro | epair se | rvice m | eet you | r expect | ations? | 7 | 8 | 9 | ⊠10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair s | service. | How w | ell did V | VNY Plu | mbina d | compare | with vo | our idea | l? | |
| | Very Far From Your Ideal | <u></u> 1 | _2 | 3 | <u></u> 4 | <u></u> 5 | ☐ ₆ | 7 | 8 | <u> </u> | ∑ 10 | Matches Your Ideal |
| 5. | How likely or unl | ikely are | e you to | use WN | IY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | <u> </u> | 2 | Пз | 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | ⊠ 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are | e you to | recomr | nend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u></u> 1 | 2 | <u></u> 3 | <u></u> 4 | 5 | □ 6 | 7 | 8 | <u> </u> | ⊠ 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephone Very Po | • | entative | e on the | followi | ng: | | | | Excellent | |
| | Overall | □ 1 | 2 | <u></u> 3 | 4 | <u></u> 5 | 6 | 7 | □ 8 | <u> </u> | ⊠10 | |
| | Courteous | П | \square_2 | П з | 1 4 | 5 | 6 | \square_7 | 8 | П 9 | ⊠ 10 | |

□1 □2 □3 □4 □5 □6 □7 □8 □9 ⊠10

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | |
|--------------|--|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 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. Fri. Sat. Mo 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? \square Yes \square 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 X 10 | | | | | | | | |
| | | | | | | | | | |
| | Knowledgeable 1 2 3 4 5 6 7 8 9 10 | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | |
| 15b. | | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | |
| | Trustworthiness In their Work Trustworthiness Trustwor | | | | | | | | |
| .10 | Comments: We were very satisfied with the wack. | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | |





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| 1. | Where have you Newspape Google Other | | F | l about \ riend Jsed us | | Y | Billbo | | | Y) | | |
|----|--|--------------------|-------------|-------------------------------|------------|----------------|------------|------------|----------------|----------------|--------------|----------------------------------|
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | 1 | 2 | 3 | <u></u> 4 | 5 | □ 6 | 7 | 8 | <u> </u> | 1 10 | Extremely Satisfied |
| 3. | To what extent d | id this r | repair se | ervice m | eet you | r expect | ations? |) | | | | |
| | Fell Far Below Your Expectations | 1 | 2 | 3 | 4 | 5 | □6 | 7 | 8 | 9 | 凶10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair | service. | How w | ell did V | VNY Plu | mbing (| compare | with yo | our idea | ıl? | |
| | Very Far From Your Ideal | 1 | 2 | 3 | 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | <u> </u> | ∑ 10 | Matches Your Ideal |
| 5. | How likely or unl | ikely ar | e you to | use WN | NY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | <u> </u> | 2 | <u></u> 3 | 4 | <u></u> 5 | □ 6 | □ 7 | <u> </u> | 9 | 1 0 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely ar | e you to | recomi | mend W | NY Plum | nbing S | ervices | to a frie | nd? | • | |
| | Definitely Will Not Recommend | <u></u> 1 | 2 | <u></u> 3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | X10 | Definitely Will Recommend |
| 7. | Please rate the te | elephon Very Po | | sentativ | e on the | followi | ng: | | | | Excellent | |
| | Overall | | \square_2 | \square_3 | \Box_{4} | \square_5 | \Box_6 | 7 | Пв | П 9 | 7\10 | |
| | Courteous | | | \square_3 | <u></u> 4 | □ ₅ | | | □ ₈ | □9 | 図10 | |
| | Knowledgeable | □. | | | | □ ₅ | | | ☐8 | ☐ ₉ | № 10 | |
| | - | I | | 3 | LJ4 | | 0 | / | 0 | 3 | 4310 | (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 |
| 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 Expression (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 |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▼10 |
| | |
| | Knowledgeable |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 ×10 Explain |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order |
| 15b. | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 |
| | QUESTIONS ABOUT WNY PLUMBING CO. |
| 17. | Please rate Western New York Plumbing on the following: |
| | Very Poor Trustworthiness |
| | Comments: JOUR PLUMBER, MIKE, DID A PROPESSIONAL, THOROUGH JOB + FARLAINED WHAT OPTIONS WERE - WHAT SERVICES WOULD BE REQUIRED. GREAT 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 provided. |



Very Poor

Overall

Courteous

Knowledgeable

RECEIVEL JUN 0 8 2023

Excellent

(OVER)

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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

| | QUESTIONS ABOUT SCHEDULING |
|--------------|---|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. Aparticular 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? \square Yes \square No |
| | QUESTIONS ABOUT THE REPAIR ITSELF |
| 13. | Please rate the service technician on the following: Very Poor Excellent |
| | Professionalism |
| | Knowledgeable |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied |
| | QUESTIONS ABOUT WNY PLUMBING CO. |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent |
| | Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 110 Please check this box if you will also use an online rating service, Thank you! |
| | Comments: |
| | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. |







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| 1. | Where have you Newspape Google Other | | F | riend | WNY Plu | | Billboa | | | Y) | | |
|------------|---------------------------------------|----------------------|----------------------|-----------------------|-----------|-----------|------------|------------|-----------|----------|--------------|----------------------------------|
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | ything f cent plu | from you umbing i | ur initial repair? | call to t | he com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | 1 | _2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | _7 | 8 | 9 | 1 0 | Extremely Satisfied |
| 3. | To what extent d | id this r | epair se | rvice m | eet your | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | _1 | 2 | 3 | 4 | <u></u> 5 | □6 | 7 | 8 | 9 | ⊠10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair | service. | How w | ell did V | VNY Plui | mbing c | compare | with yo | our idea | 1? | |
| | Very Far From Your Ideal | 1 | _2 | 3 | 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | 9 | 1 0 | Matches Your Ideal |
| 5. | How likely or unl | ikely ar | e you to | use WN | IY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | _1 | _2 | 3 | <u></u> 4 | <u></u> 5 | <u>6</u> | □ 7 | 8 | <u> </u> | 1 0 | Definitely Will Use Next Time |
| 3 . | How likely or unl | ikely ar | e you to | recomr | mend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | _1 | 2 | <u></u> 3 | 4 | <u></u> 5 | □ 6 | _7 | 8 | <u> </u> | ⊠ 10 | Definitely Will Recommend |
| 7. | Please rate the to | elephon Very Po | - 5 | sentativ | e on the | followi | ng: | | | | Excellent | |
| | Overall | 1 | □2 | □3 | 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | ⊠ 10 | |
| | Courteous | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 1 0 | |
| | Knowledgeable | 1 | 2 | 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 Excellent | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Longer than three days after I called | | | | | | | | |
| 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 1 2 3 4 5 6 7 8 9 10 | | | | | | | | |
| | | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | |
| | Trustworthiness I | | | | | | | | |
| - | Comments: Service Person was Very Goop!! 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. | | | | | | | | |



JUN 08 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| 1. | Where have you see Newspaper Google Other | ∑ Fr | about WNY Plu riend sed us Before | Billbo | | PLY) | | |
|------------|---|--------------------------|---|------------------|---------------------------|------------|-----------------|----------------------------------|
| | | | | OVERALL | | | | |
| 2. | Considering everyth with our most recei | | | he completion | of the repair, | how satis | sfied or diss | atisfied were you |
| | Extremely Dissatisfied | _ 1 _ 2 | □3 □4 | □5 ∑6 | 7 | B 9 | <u> </u> | Extremely Satisfied |
| 3. | To what extent did Fell Far Below Your Expectations | this repair se | rvice meet your | expectations? | | B 9 | □10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal re Very Far From Your Ideal | epair service. | How well did W | /NY Plumbing (| | your idea | al? | Matches Your Ideal |
| 5 . | How likely or unlike | ely are you to | use WNY Pluml | bing the next ti | me you need | plumbing | service? | |
| | Definitely Will Not Use Next Time | 1 2 | □3 □4 | ∑ 5 □6 | | в 🗌 9 | <u> </u> | Definitely Will Use Next Time |
| 3. | How likely or unlike | ely are you to | recommend WI | NY Plumbing S | ervices to a fr | iend? | | |
| | Definitely Will Not Recommend | 1 2 | □3 □4 | 5 6 | | B 🗌 9 | <u> </u> | Definitely Will Recommend |
| 7. | Please rate the tele Ve Overall Courteous | ephone represery Poor 1 | entative on the | following: 5 | □7 □8 □7 □8 | | Excellent 10 10 | |
| | Knowledgeable |]1 | □3 □4 | □5 □ 6 | 7 🗆 | 3 9 | <u> </u> | (OVER) |

| | QUESTIONS ABOUT SCHEDULING | |
|--------------|--|-----------|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 | cellent |
| 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 <u>service technician</u> on the following: | |
| | Professionalism Very Poor Excellent Professionalism 1 | * |
| | Knowledgeable | oid Not |
| | Fundamentian of Denois 4 0 0 4 E 0 7 V 0 0 4 0 | xplain |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | |
| 15b. | | |
| 16. | | extremely |
| | QUESTIONS ABOUT WNY PLUMBING CO. | Satisfied |
| 17. | Please rate Western New York Plumbing on the following: | |
| 17. | Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent Tourist turbing of the following. Excellent The property of the following. Excellent Tourist turbing of the following. Excellent Tourist turbing of the following. Excellent The property of the following. The property of the following. Excellent The property of the following. The property of the p | |
| | 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 | d. |



WNY PLUMBING CO

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| dedi | | quality | service | | | | | | | | | our home. We are e take a minute to |
|------|---|--------------------|----------|-----------------------------|-----------|------------|------------|-----------|------------|-----------|---------------|-------------------------------------|
| 1. | Where have you Newspape Google Other | | F | about \ riend Ised us | | | Billbo | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | 1 | _2 | 3 | <u>4</u> | 5 | □ 6 | _7 | □ 8 | <u> </u> | 10 | Extremely Satisfied |
| 3. | To what extent d Fell Far Below Your Expectations | lid this r | epair se | ervice m | eet you | r expect | tations? | 7 | 8 | <u> </u> | 1 0 | Far Exceeded Your Expectations |
| 4. | lmagine an ideal Very Far From Your Ideal | repair : | service. | How w | ell did V | WNY Plu | mbing o | compare | with yo | our idea | l? ☑10 | Matches Your Ideal |
| 5. | How likely or unl | likely ar | e you to | üse WN | NY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | <u> </u> | 2 | 3 | <u></u> 4 | <u></u> 5 | <u></u> 6 | 7 | <u></u> 8 | <u> </u> | 70 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely ar | e you to | recomr | mend W | NY Plun | nbing So | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u> </u> | _2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | 8 | 9 | 10 | Definitely Will Recommend |
| 7. | Please rate the t | elephon Very Po | | <u>sentativ</u> | e on the | followi | ng: | | | | Excellent | |
| | Overall | □ 1 | 2 | □3 | <u></u> 4 | □ 5 | □ 6 | 7 | 8 | <u> </u> | 10 | |
| | Courteous | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 1 0 | |
| | Knowledgeable | 1 | 2 | <u></u> 3 | 4 | <u></u> 5 | <u>6</u> | 7 | 8 | <u></u> 9 | 1 0 | (OVFR) |

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





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** 8 X 9 **Extremely** 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 5 16 3 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 5 6 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 X**10 2 5 1 4 **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 telephone representative on the following: 7. **Very Poor Excellent** Overall

| | QUESTIONS ABOUT SCHEDULING | | | | | |
|------|---|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | |
| | Professionalism | | | | | |
| | Did Not | | | | | |
| | Explanation of Repair | | | | | |
| | 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 | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 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. | | | | | |



RECEIVED



JUN 0 8 2023

4425 Walden Avenue Lancaster, NY 14086 www.wnyplumbing.com

| dedic | We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. | | | | | | | | | |
|-------|--|---------------------------------|--|-------------|----------------------------------|--------------|-----------|------------|--------------------|----------------------------------|
| 1. | Where have you Newspape Google Other | er 🔲 F | l about WNY P riend Jsed us Befo | | ("X" ALI Billboard Logo on | d | | () | | |
| | | | | OVER | RALL | | | | | |
| 2. | Considering ever with our most re | ything from yo cent plumbing | ur initial call to repair? | the comp | oletion of | the rep | oair, hov | w satisf | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | □1 □2 | <u>3</u> 4 | <u></u> 5 | □ 6 [| 7 | 8 | 9 | <u> </u> | Extremely Satisfied |
| 3. | To what extent d | | | ur expecta | ations? | \Box_{7} | TOMAN | 2 9 | □ 10 | Far Exceeded |
| | Your Expectations | ∐1 ∐ 2 | <u>3</u> 4 | | | / | THE P | Ma | | Your Expectations |
| 4. | lmagine an ideal Very Far From Your Ideal | repair service. | How well did | | nbing cor | mpare v | with yo | ur ideal | ? \(\sqrt{10}\) | Matches Your Ideal |
| 5. | How likely or unl | ikely are you to | use WNY Plur | mbing the | next time | e you n | eed plu | ımbing | service? | |
| | Definitely Will Not Use Next Time | □1 □2 | ☐3 ☐4 | <u></u> 5 | □ 6 [| 7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are you to | recommend \ | NNY Plum | bing Serv | vices to | a frien | nd? | | |
| | Definitely Will Not Recommend | □1 □2 | <u></u> 3 <u></u> 4 | <u></u> 5 | □ 6 [| <u></u> | 8 | 9 | 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephone repre Very Poor | <u>sentative</u> on th | ie followin | ıg: | | | | Excellent | |
| | Overall | □1 □2 | ☐3 ☐4 | <u></u> 5 | □6 [|] 7 [| 8 | <u> </u> | 10 | |
| | Courteous | □1 □2 | ☐3 ☐4 | 5 | □ 6 [|] 7 [| 8 | 9 | 10 | |
| | Knowledgeable | □1 □2 | ☐3 ☐4 | <u></u> 5 | □ 6 [|] 7 [| 8 | <u> </u> | 1 0 | (OVER) |

| | QUESTIONS ABOUT SCHEDULING |
|--------------|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. 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 \square No |
| | QUESTIONS ABOUT THE REPAIR ITSELF |
| 13. | Please rate the service technician on the following: |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 |
| | Knowledgeable |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain |
| 14a. | Did we complete the repair on our first trip to your home? |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order |
| 15b. | 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 □ 1 □ 0 Standing Behind Their Work □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 1 □ 0 |
| | Please check this box if you will also use an online rating service, Thank you! |
| - | Comments: TYLER WAS GREAT! SCHEDULER WAS WOMDERFUL TO WORK WETH TO GET TYLER BACK AND WORKED AROUND OUR SCHEDULE. |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. |





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedic | We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. | | | | | | | | | |
|-------|--|--------------------------|---------------------------------|--------------|-----------------------|------------|------------|------------|---------------|----------------------------------|
| 1. | Where have you Newspape Google Other | seen or h | eard about \ Friend Used us | | Billbo | | | Y) | | |
| | | | | | OVERALL | | | | | |
| 2. | Considering ever with our most re | | | call to the | e completior | of the re | pair, ho | w satist | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | 1 | 2 | 4 | □ 5 □6 | 7 | 8 | 9 | <u> </u> | Extremely Satisfied |
| 3. | To what extent d | id this repa | ir service m | eet your e | expectations | ? | | | | |
| | Fell Far Below Your Expectations | _1 _ | 2 | □ 4 [| <u></u> | 7 | 8 | ⊠ 9 | <u> </u> | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair serv | ice. How w | ell did WN | Y Plumbing | compare | with yo | ur idea | l? | |
| | Very Far From Your Ideal | 1 [| 2 3 | □ 4 [| <u></u> | 7 | 8 | S 9 | <u> </u> | Matches Your Ideal |
| 5. | How likely or unl | ikely are yo | ou to use WN | IY Plumbii | ng the next | ime you | need plu | umbing | service? | |
| | Definitely Will Not Use Next Time | 1 | 2 3 | <u>4</u> [| □5 □6 | 7 | □8 | ⊠9 | □ 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are yo | ou to recomr | nend WNY | ' Plumbing S | Services 1 | o a frier | nd? | | |
| | Definitely Will Not Recommend | □1 □ | 2 3 | <u>4</u> [| <u></u> | 7 | 8 | ½ 9 | □10 | Definitely Will Recommend |
| 7. | Please rate the to | elephone re Very Poor | epresentative | e on the fo | ollowing: | | | | Excellent | |
| | Overall | 10.71001 |]2 | <u>4</u> [| □ 5 □ 6 | □ 7 | □ 8 | | | |
| | Courteous | 1 |]2 | <u>4</u> [| 5 <u></u> 6 | □ 7 | 8 | X 9 | <u></u> 10 | |

□1 □2 □3 □4 □5 □6 □7 □8 ☑9 □10

| | QUESTIONS ABOUT SCHEDULING |
|--------------|---|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor |
| 9. | What day was your service scheduled for? ("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) No (CONTINUE) |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order |
| 15b. | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied |
| | QUESTIONS ABOUT WNY PLUMBING CO. |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent |
| | Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! |
| - | Comments: Plumber was very good friendly good idea and reconsiderion. If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. |

RECEIVEL JUN 1 2 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| 1. | Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) | |
|----|--|----------------------------------|
| | Newspaper Billboard | |
| | Google Used us Before Logo on Truck | |
| | Other Employee from Vastola ve forced you. | |
| | OVERALL | |
| 2. | Considering everything from your initial call to the completion of the repair, how satisfied or diss with our most recent plumbing repair? | atisfied were you |
| | Extremely Dissatisfied | Extremely Satisfied |
| 3. | To what extent did this repair service meet your expectations? | |
| | Fell Far Below Your Expectations | Far Exceeded Your Expectations |
| 1. | Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? | |
| | Very Far From Your Ideal 1 2 3 4 5 6 7 8 9 10 | Matches Your Ideal |
| 5. | How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? | |
| | Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10 | Definitely Will Use Next Time |
| 6. | How likely or unlikely are you to recommend WNY Plumbing Services to a friend? | |
| | Definitely Will Not | Definitely Will Recommend |
| 7. | Please rate the telephone representative on the following: | |
| | Very Poor Excellent | |
| | Overall | |
| | Courteous | |
| | Knowledgeable | (OVER) |
| | | |

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



RECEIVED JUN 1 2 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? □8 □9 ☑10 **Extremely**]6 [**Extremely** 5 4 **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** 5 4 16 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor 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 Three days after I called Three days after I called | 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 \(\sum \) No | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | |
| 13. | Please rate the service technician on the following: | |
| | Professionalism Very Poor Excellent 1 2 3 4 5 6 7 8 9 10 | |
| | Knowledgeable | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 | Did Not Explain |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | |
| 15b. | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 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 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 provides | ded. |

RECEIVED JUN 1 2 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| 1. | Where have you seen or heard | about WNY Plum | nbing? ("X" ALL T | HAT APPLY) | | |
|----|--|--------------------|----------------------------------|---------------------|----------------|----------------------------------|
| | Newspaper, F | riend | Billboard | | | |
| | Google | Jsed us Before | Logo on Tr | ruck | | |
| | Other | | | | | |
| | | (| OVERALL | | | |
| 2. | Considering everything from yo with our most recent plumbing | | e completion of the | e repair, how satis | sfied or dissa | atisfied were you |
| | Extremely Dissatisfied | □3 □4 [| □5 □6 □ | 7 🗌 8 🔲 9 | 1 0 | Extremely Satisfied |
| 3. | To what extent did this repair se | ervice meet your e | expectations? | | 1 | |
| | Fell Far Below Your Expectations 1 2 | □3 □4 [| □5 □6 □ | 7 🗌8 🔲9 | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal repair service. | How well did WN | NY Plumbing compa | are with your idea | al? | |
| | Very Far From 1 2 | □3 □4 [| □5 □6 □ | 7 🗌8 🗐9 | 1 10 | Matches Your Ideal |
| 5. | How likely or unlikely are you to | use WNY Plumbi | ing the next time yo | ou need plumbing | g service? | |
| | Definitely Will Not Use Next Time 1 2 | □3 □4 [| □5 □6 □ | 7 🗌8 🔲9 | 1 10 | Definitely Will Use Next Time |
| 6. | How likely or unlikely are you to | recommend WN | Y Plumbing Service | es to a friend? | , | |
| | Definitely Will Not 1 2 | <u>3</u> 4 [| □5 □6 □ | 7 🗌 8 🔲 9 | 10 | Definitely Will Recommend |
| 7. | Please rate the telephone repre | sentative on the f | following: | | | |
| | Very Poor | | | | Excellent | |
| | Overall12 | <u>3</u> 4 | 5 | 7 | <u> </u> 10 | |
| | Courteous 1 2 | <u>3</u> 4 [| □ 5 □ 6 □ 7 | 7 🗌 8 🔲 9 | 10 | |
| | Knowledgeable 1 2 | □3 □4 [| <u></u> | 7 🗌 8 🔲 9 | 10 | (OVER) |
| | | | | | | |

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





RECEIVED JUN 1 2 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedic | We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. | | | | | | | |
|-------|--|-------------------|---|-----------------------|---------------|----------------|---------------|----------------------------------|
| 1. | Where have you Newspape Google Other | er 🔲 F | l about WNY Pla riend Ised us Befor | Billbe | | × • | | |
| | | | | OVERALL | | | | |
| 2. | Considering ever with our most re | | | the completior | of the repa | air, how satis | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | □1 □2 | □3 □4 | □5 □6 | 7 | 8 9 | ∑ 10 | Extremely Satisfied |
| 3. | To what extent d | id this repair se | ervice meet you | r expectations | ? | | | |
| | Fell Far Below Your Expectations | □1 □2 | □3 □4 | □ 5 □ 6 | 7 | 8 9 | ≥ 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair service. | How well did \ | WNY Plumbing | compare w | ith your idea | l? | |
| | Very Far From Your Ideal | □1 □2 | □3 □4 | <u> </u> | | 8 🔲 9 | ⊠10 | Matches Your Ideal |
| 5. | How likely or unl | ikely are you to | use WNY Plum | bing the next | time you ne | ed plumbing | service? | |
| | Definitely Will Not Use Next Time | □1 □2 | □3 □4 | □5 □6 | □ 7 [| 8 🗌 9 | ∑ 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are you to | recommend W | NY Plumbing | Services to a | a friend? | | |
| | Definitely Will Not Recommend | 1 2 | □3 □4 | □5 □6 | 7 | 8 | ⊠ 10 | Definitely Will Recommend |
| 7. | Please rate the to | elephone repre | sentative on the | e following: | | | | |
| | | Very Poor | | | | | Excellent | |
| | Overall | ☐ 1 ☐ 2 | 3 4 | □5 □6 | | 8 🗌 9 | ☑10 | |
| | Courteous | ☐1 ☐2 | □3 □4 | □5 □6 | □7 □ | 8 🔲 9 | 10 | |

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

| | QUESTIONS ABOUT SCHEDULING | |
|--------------|--|----------------|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | ent |
| 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 | ed |
| 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. | | |
| | Very Poor Excellent Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10 | |
| | Knowledgeable | lot — |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explanation | ain 🔲 |
| 14a. | a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | |
| 1 4b. | a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | |
| 15b. | | |
| 16. | | emely sfied |
| | QUESTIONS ABOUT WNY PLUMBING CO. | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent | |
| | Trustworthiness Standing Behind Their Work Their Wor | |
| | Comments: Service Tech Was Wonderful. Really Explained Repairs & Suffections for MANINTENANCE. 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. | MsJ |

RECEIVED JUN 1 5 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| dedic | | quality | service | | | | | | | | | our home. We are e take a minute to |
|-------|---|------------|----------|-----------------------------|-----------|-------------------|------------|------------|------------|-----------|--------------|-------------------------------------|
| 1. | Where have you Newspape Google Other | | | about \ riend Ised us | | | Billbo | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? | | | | | atisfied were you | | | | | | |
| | Extremely Dissatisfied | 1 | 2 | 3 | <u></u> 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | 9 | ⊠ 10 | Extremely Satisfied |
| 3. | To what extent d | id this r | epair se | ervice m | eet you | r expect | ations? | | | | | |
| | Your Expectations | 1 | 2 | 3 | <u></u> 4 | <u></u> 5 | ∐ 6 | <u> </u> | 8 | <u></u> 9 | ≥10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal Very Far From | repair | service. | How w | ell did V | VNY Plui | mbing o | ompare | with yo | our idea | 11? | |
| | Your Ideal | <u></u> 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | ≥ 10 | Matches Your Ideal |
| 5. | How likely or unl | ikely ar | e you to | use WN | IY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | _1 | 2 | 3 | <u></u> 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely ar | e you to | recomr | mend W | NY Plum | ibing Se | ervices 1 | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u> </u> | <u>2</u> | 3 | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | □ 8 | <u> </u> | 1 10 | Definitely Will Recommend |
| 7. | Please rate the telephone representative on the following: Very Poor Excellent | | | | | | | | | | | |
| | Overall | | 2 | Пз | <u>4</u> | <u></u> | □ 6 | □ 7 | 8 | <u> </u> | Excellent 10 | |
| | Courteous | 1 | 2 | 3 | 4 | 5 | <u>6</u> | 7 | 8 | <u></u> 9 | 10 | |
| | Knowledgeable | □ 1 | 2 | 3 | <u></u> 4 | <u></u> 5 | <u>6</u> | 7 | 8 | 9 | 10 | (OVER) |

| | QUESTIONS ABOUT SCHEDULING | | | | | |
|---|---|------------------------|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | Excellent | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called | l called | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | |
| | Professionalism | | | | | |
| | 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) | | | | | |
| 140. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes 🔲 Ye 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 9 710 | Extremely Satisfied | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent | | | | | |
| | Trustworthiness 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. | | | | | | |

RECEIVED JUN 1 5 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper **Eriend** Billboard Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? **Extremely Extremely** 3 4 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches 3 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 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 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? Yes \(\sigma\) No | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | |
| | Professionalism | | | | | |
| | Knowledgeable | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | · | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor 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! | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | |



RECEIVED

www.wnyplumbing.com

4425 Walden Avenue 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) Newspaper Friend Billboard Google Used us Before Logo on Truck Other Barreff **OVERALI** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? **Extremely Extremely Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 3 5 6 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 3 4 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent**

| | QUESTIONS ABOUT SCHEDULING | | | | | |
|--------------|--|------------------------|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | kcellent | | | | |
| 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 | Did Not - | | | | |
| | Explanation of Danair 4 0 0 4 E 0 7 0 0 V 40 | Explain | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | • | | | | | |
| 16. | | Extremely Satisfied | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! | . | | | | |
| | Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provide | ed. | | | | |





RECEIVED JUN 1 5 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. 1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **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** 3 4 5 16 |8 | **Extremely Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches ∐**4 **∐**5 ___3 6 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 X**10 **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** 15 8 Recommend Recommend 7. Please rate the telephone representative 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 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: Very Poor Excellent | | | | | |
| | Professionalism | | | | | |
| | Knowledgeable | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | 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 40 Satisfied Extremely Satisfied | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness | | | | | |
| | 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)

JUN 15 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

 \square 2 \square 3 \square 4

| dedi | would like to thar icated to providing wer this important | g quality so | | | | | | | | | |
|------|---|--------------------------|--------------------------|----------------------|-----------|------------|------------|-----------|------------|---------------|----------------------------------|
| 1. | Where have you Newspape Google Other | r | Frien | | | Billbo | | | Y) | | |
| | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | rything fro cent plum | m your ini ibing repa | itial call to ir? | the com | pletion | of the re | epair, ho | w satis | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | □1 [| 2 | 3 🔲4 | <u></u> 5 | □ 6 | 7 | 8 | 9 | ⊠ 10 | Extremely Satisfied |
| 3. | To what extent d | id this rep | air servic | e meet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | □1 [| 2 | 3 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair se | rvice. Hov | v well did \ | NNY Plu | mbing o | ompare | with yo | ur 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 | ikely are y | you to use | WNY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | _1 [| _2 _ | 3 🔲4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | ⊠10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are y | you to reco | ommend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u>1</u> | 2 | 3 🔲4 | <u></u> 5 | <u></u> 6 | 7 | 8 | <u> </u> | ⊠ 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephone Very Poo | | ative on the | followi | ng: | | | | Excellent | |
| | Overall | □1 |]2 [| 3 🔲 4 | <u></u> | □ 6 | 7 | □8 | 9 | 10 | |
| | Courteous | | $\exists_2 \sqcap$ | 3 | | | | | | 10 | |

 \square 5 \square 6 \square 7

| | QUESTIONS ABOUT SCHEDULING | | | | | |
|--------------|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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 service technician on the following: Very Poor Excellent | | | | | |
| | Professionalism | | | | | |
| | Knowledgeable | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | |
| 1 4b. | 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 | | | | | |
| 15a. | 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 | | | | | |
| 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 Standing Behind Their Work Trustworthiness Standing Behind Their Work The | | | | | |
| | Commenter | | | | | |
| - | MIKE VERY COURTEOUS EXPLAINED HOW BASY IT WOULD BE TO KEEP WATER TANK | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | |





RECEIVED JUN 1 5 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedi | | quality service | | | | | | 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 Befor | Billbo | | , | | |
| | | | | OVERALL | | | | |
| 2. | Considering ever with our most red | | | the completion | of the re | pair, how satis | sfied or dissa | atisfied were you |
| | Extremely Dissatisfied | □1 □2 | <u>3</u> 4 | □5 □6 | 7 | 8 - 9 | <u> </u> | Extremely Satisfied |
| 3. | To what extent di | id this repair s | ervice meet you | ur expectations | ? | | | |
| | Fell Far Below Your Expectations | 1 2 | <u>3</u> 4 | <u></u> 5 <u>6</u> | 7 | 8 9 | 1 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair service. | How well did | WNY Plumbing | compare | with your idea | al? | |
| | 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 next t | ime you r | need plumbing | service? | |
| | Definitely Will Not Use Next Time | □1 □2 | <u>3</u> 4 | □ 5 □ 6 | □ 7 | □ 8 □ 9 | 1 10 | Definitely Will Use Next Time |
| 6. | How likely or unli | ikely are you to | recommend W | /NY Plumbing S | Services to | a friend? | | |
| | Definitely Will Not Recommend | 1 2 | <u>3</u> <u>4</u> | <u></u> | □ 7 | 8 9 | 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephone repre Very Poor | sentative on the | e following: | | | Excellent | |
| | Overall | □1 □2 | □3 □4 | □5 □6 | □ 7 | □8 □9 | ≥10 | |
| | Courteous | \square_1 \square_2 | 3 14 | □ ₅ □ ₆ | 7 | ∏8 | 10 | |

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10

| | QUESTIONS ABOUT SCHEDULING | | | | | |
|--------------|---|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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. Med. Thurs. Fri. Sat. No particular day | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | |
| 13. | Please rate the <u>service technician</u> on the following: | | | | | |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent | | | | | |
| | 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! | | | | | |
| | Couldn't be more happy with your Services Thank you so much | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | |

RECEIVEL
JUN 1 5 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Logo on Truck Google Used us Before Other original contractor when house was built **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** 6 **Extremely** 15 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 ____5 6 | 7 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** 110 **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: Very Poor **Excellent** Overall

unfortunatelytin't remember interaction

| | 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 <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? | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | 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 | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | |
| | Trustworthiness | | | | | |
| | Comments: | | | | | |
| | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () | | | | | |



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedi | | g quality service | | | | | our home. We are se take a minute to |
|------|--------------------------------------|--------------------|---|-----------------------|-----------------------|------------------------|---|
| 1. | Where have you Newspape Google Other | er 🔲 F | about WNY Plu riend sed us Before | Billboa | | Υ) | |
| | | | | OVERALL | | | |
| 2. | Considering ever with our most re | | | he completion o | f the repair, ho | w satisfied or diss | atisfied were you |
| | Extremely Dissatisfied | □1 □2 | □3 □4 | □ 5 □ 6 | □ 7 □ 8 | □ 9 □ 10 | Extremely Satisfied |
| 3. | To what extent d | lid this repair se | rvice meet your | expectations? | | | |
| | Fell Far Below Your Expectations | □1 □2 | □3 □4 | □ 5 □ 6 | □ 7 □ 8 | 9 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | l repair service. | How well did W | /NY Plumbing co | ompare with yo | our ideal? | |
| | Very Far From Your Ideal | □1 □2 | □3 □4 | □5 □6 | □7 □8 | 9 10 | Matches Your Ideal |
| 5. | How likely or unl | likely are you to | use WNY Pluml | bing the next tin | ne you need pl | umbing service? | |
| | Definitely Will Not Use Next Time | □1 □2 | □3 □4 | □5 □6 | □ 7 □ 8 | □ 9 ₡ 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | likely are you to | recommend WI | NY Plumbing Se | rvices to a frie | nd? | |
| | Definitely Will Not Recommend | □1 □2 | □3 □4 | □ 5 □ 6 | □ 7 □ 8 | □ 9 1 0 | Definitely Will Recommend |
| 7. | Please rate the t | elephone repres | sentative on the | following: | | Excellent | |
| | Overall | □1 □2 | □3 □4 | □ 5 □ 6 | □ 7 □ 8 | □ 9 □ 10 | |
| | Courteous | □1 □2 | □3 □4 | □ 5 □ 6 | 7 🔲 8 | 9 410 | |

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10

| | QUESTIONS ABOUT SCHEDULING | |
|--------------|--|----|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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? | |
| | 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? | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | |
| 15b. | If a part had to be ordered, did we keep you informed about status? 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 9 710 Extremely Satisfied | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | |
| 17. | Please rate Western New York Plumbing on the following: | |
| | Trustworthiness Standing Behind Their Work Their Wor | |
| | Comments: | |
| - | | 20 |
| - | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | |







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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



RECEIVED JUN 1 9 2023

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper 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** 3 4 **Extremely Dissatisfied Satisfied** 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** |3 4 | |5 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 15 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 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? Yes No | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | |
| 13. | Please rate the service technician on the following: | | | | | |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | |
| 15a. | 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 | | | | | |
| 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 \$\begin{array}{c ccccccccccccccccccccccccccccccccccc | | | | | |
| | Comments: WENDONE, INSTRUCT SUMP PER QUOTE, If you would like us to call you, please fill in your telephone number: () | | | | | |
| | THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | |







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** X8 \square 9 \square 10 4 15 6 **Extremely** Dissatisfied **Satisfied** To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded \mathbb{Z}_8 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** □6 X 7 3 | |4 | |5 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 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 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 <u>service technician</u> on the following: Very Poor Excellent | | | | | |
| | Professionalism | | | | | |
| | | | | | | |
| | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes I No I 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 \$\text{1} & 2 & 3 & 4 & 5 & 6 & 7 & 8 & 9 & 10\$ Standing Behind Their Work \$\text{1} & 2 & 3 & 4 & 5 & 6 & 7 & 8 & 9 & 10\$ Please check this box if you will also use an online rating service, Thank you! | | | | | |
| | Comments: | | | | | |
| | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | |





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedic | | g quality ser | | | | | | | | | ur home. We are e take a minute to |
|-------|---------------------------------------|---------------|-----------------------------------|-----------|-----------|------------|------------|-----------|---------------|---------------|---------------------------------------|
| 1. | Where have you Newspape Google Other | | eard about V Friend Used us | | | Billboa | | | Y) | | |
| | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | | | call to t | the com | pletion | of the re | epair, ho | w satis | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | 1 | 2 3 | 4 | <u></u> 5 | □ 6 | □ 7 | 8 | 9 | X 10 | Extremely Satisfied |
| 3. | To what extent d | lid this repa | ir service m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | _1 _ | 2 | 4 | <u></u> 5 | □ 6 | 7 | 8 | 9 | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair serv | ice. How w | ell did V | VNY Plui | mbing c | ompare | 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 yo | ou to use WN | IY Plum | bing the | next til | me you | need plo | umbing | service? | |
| | Definitely Will Not Use Next Time | _1 _ | 2 3 | 4 | <u></u> 5 | □ 6 | 7 | 8 | 2 9 | <u> </u> | Definitely Will Use Next Time |
| 6. | How likely or unl | likely are yo | u to recomr | nend W | NY Plum | nbing Se | ervices 1 | to a frie | nd? | | |
| | Definitely Will Not Recommend | 1 | 2 3 | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u></u> 9 | 2 10 | Definitely Will Recommend |
| 7. | Please rate the <u>t</u> | | presentative | e on the | followin | ng: | | | | | |
| | | Very Poor | . — | | | | | | [<u>.</u> 7] | Excellent | |
| | Overall | 1 | 23 | <u></u> 4 | <u></u> 5 | <u>6</u> | ∐7 — | 8 | × 9 | <u></u> 10 | |
| | Courteous | 1 | 2 3 | 4 | 5 | <u>6</u> | ∐ 7 | 8 | 9 | 1 0 | |

| | 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 day after I called The 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 Explain |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied |
| | QUESTIONS ABOUT WNY PLUMBING CO. |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent |
| | Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 |
| | Please check this box if you will also use an online rating service, Thank you! |
| - | Comments: Tykers was excellent in all aspects of our job He was very Courteous, professional, Knowledgeable, meat, thorough, "the EST" in his Jo 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. |

Varid Wrotnisk





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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

| 1. | Where have you Newspape Google Other | | ☐ Fi | riend | WNY Plu Before | | Billboa | | | Y) | | |
|----|---------------------------------------|----------------------|----------------------|----------------------|-------------------|------------|------------|------------|-----------|-----------|--------------|----------------------------------|
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | ything f cent plu | from you ımbing ı | ır initial epair? | call to t | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | □ 1 | <u>2</u> | 3 | <u></u> 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | <u> </u> | ⊠10 | Extremely Satisfied |
| 3. | To what extent d | id this r | epair se | rvice m | eet you | r expect | ations? | | | Expl | Ained | EACH step |
| | Fell Far Below Your Expectations | 1 | 2 | 3 | 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | 9 | ⊠10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair s | service. | How w | ell did V | VNY Plui | mbing c | ompare | with yo | our idea | !? | |
| | Very Far From Your Ideal | | 2 | 3 | 4 | □ 5 | 6 | 7 | 8 | <u> </u> | ⊠ 10 | Matches Your Ideal |
| 5. | How likely or unli | ikely ar | e you to | use WN | IY Plum | bing the | next tii | ne you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | □ 1 | 2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | ≥10 | Definitely Will Use Next Time |
| 6. | How likely or unli | ikely ar | e you to | recomr | nend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u></u> 1 | _2 | <u></u> 3 | <u></u> 4 | 5 | □ 6 | 7 | 8 | <u> </u> | ⊠10 | Definitely Will Recommend |
| 7. | Please rate the te | elephon Very Po | | <u>sentativ</u> | e on the | followin | ng: | | | | Excellent | |
| | Overall | 1 | 2 | <u></u> 3 | <u>4</u> | 5 | <u> </u> | 7 | 8 | <u> </u> | ⊠ 10 | |
| | Courteous | <u> </u> | _2 | <u></u> 3 | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | ⊠10 | |
| | Knowledgeable | 1 | 2 | 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 |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called The day of the week would you prefer service? That other Repair men here |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Fri. Sat. No particular day |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time |
| 12. | Were you contacted by phone to confirm the appointment? Yes No |
| | QUESTIONS ABOUT THE REPAIR ITSELF |
| 13. | Please rate the service technician on the following: |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ≥10 Knowledgeable 1 2 3 4 5 6 7 8 9 ≥10 Explanation of Repair 1 2 3 4 5 6 7 8 9 ≥10 Explain □ |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order /// |
| 15b. | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 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 \$\begin{array}{c ccccccccccccccccccccccccccccccccccc |
| | Comments: He WAS VERY helysful - he took his tens saploining their |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. |





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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

| 1. | Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) | | | | | | | | | | | |
|----|---|--------------------|-------------|----------|-----------|-----------|------------|------------|-----------|-------------------|-------------|----------------------------------|
| | Newspape | r | Fr | riend | | | Billboa | ard | | | | |
| | Google | | V. | sed us | Before | | Logo | on Truc | k | | | |
| | Other | | | | | | | | | | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? | | | | | | | | | atisfied were you | | |
| | Extremely Dissatisfied | <u> </u> | 2 | 3 | <u></u> 4 | 5 | □ 6 | 7 | 8 | <u> </u> | 10 | Extremely Satisfied |
| 3. | To what extent d | id this r | epair se | rvice m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | <u> </u> | 2 | 3 | 4 | <u></u> 5 | □6 | 7 | 8 | 9 | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair s | service. | How w | ell did V | VNY Plui | mbing o | ompare | with yo | our idea | l? | |
| | Very Far From Your Ideal | 1 | 2 | 3 | <u>4</u> | <u></u> 5 | <u></u> 6 | □ 7 | 8 | 9 | 10 | Matches Your Ideal |
| 5. | How likely or unli | ikely ard | e you to | use WN | IY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | □ 1 | 2 | 3 | 4 | <u></u> 5 | □ 6 | _7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unli | ikely ard | e you to | recomr | nend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u></u> 1 | _2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | _7 | 8 | <u> </u> | ⊠ 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephon Very Po | | sentativ | e on the | followi | ng: | | | | Excellent | |
| | Overall | | \square_2 | □3 | 4 | □5 | □ 6 | 7 | 8 | <u> </u> | 10 | |
| | Courteous | 1 | 2 | 3 | 4 | <u></u> 5 | <u>6</u> | 7 | 8 | 9 | 10 | |
| | Knowledgeable | 1 | 2 | 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 | | | | | | | | | |
| 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. 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 1 2 3 4 5 6 7 8 9 10 | | | | | | | | | |
| | | | | | | | | | | |
| | Knowledgeable | | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | | |
| 14a. | la. Did we complete the repair on our first trip to your home? | | | | | | | | | |
| 1 4b. | 4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | | |
| 15b. | in a part had to be didded, and we keep you informed about statute. | | | | | | | | | |
| 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 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. | | | | | | | | | |
| 15b. 16. | 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 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 Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Please rate Western New York Plumbing on the following: Very Poor Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Excellent 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: If you would like us to call you, please fill in your telephone number: () | | | | | | | | | |



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| dedi | | g quality service | | | | | | | our home. We are te take a minute to |
|------|--|-----------------------------|--|-----------------------|-------------------|------------|-----------|--------------|---|
| 1. | Where have you Newspape Google Other | er 🔟 F | l about WNY Pl riend Jsed us Befor | Billb | bard | | Υ) | | |
| | | | | OVERALI | | | | | |
| 2. | Considering ever with our most re | | | the completion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | □ 1 □ 2 | □3 □4 | <u> </u> | 7 | □ 8 | <u> </u> | 10 | Extremely Satisfied |
| 3. | To what extent of Fell Far Below Your Expectations | id this repair s | ervice meet you | r expectations | ? 5 _ 7 | 8 | <u></u> 9 | 1 0 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal Very Far From Your Ideal | repair service. | How well did | WNY Plumbing | | with yo | our idea | l? | Matches Your Ideal |
| 5. | How likely or un | likely are you to | use WNY Plum | bing the next | time you | need plu | umbing | service? | |
| | Definitely Will Not Use Next Time | □1 □2 | ☐3 ☐4 | □5 □6 | 7 | □ 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | likely are you to | recommend W | /NY Plumbing | Services t | to a frier | nd? | | |
| | Definitely Will Not Recommend | □1 □2 | □3 □4 | □5 □6 | 7 | 8 | <u> </u> | 1 10 | Definitely Will Recommend |
| 7. | Please rate the <u>t</u> | elephone repre Very Poor | sentative on the | e following: | | | | Excellent | |
| | Overall | □1 □2 | □3 □4 | □5 □6 | 7 | □ 8 | <u> </u> | △ 10 | |
| | Courteous | □1 □2 | ☐3 ☐4 | □ 5 □ 6 | 7 | <u> </u> | <u></u> 9 | 1 0 | |
| | Knowledgeable | □1 □2 | ☐3 ☐4 | □5 □6 | 7 | 8 | <u> </u> | 2 10 | (OVFR) |

| | 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 9 710 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. 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? \(\sum \text{Yes} \sum \text{No}\) | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | | | | |
| | Professionalism Very Poor Excellent Professionalism 1 | | | | | | | | |
| | Knowledgeable | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | |
| 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 In the image of the image o | | | | | | | | |
| | Comments: | | | | | | | | |
| | | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | |



JUN 2 9 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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

| 1. | Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper | |
|----|--|----------------------------------|
| | OVERALL | |
| 2. | Considering everything from your initial call to the completion of the repair, how satisfied or diss with our most recent plumbing repair? | atisfied were you |
| | Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 | Extremely Satisfied |
| 3. | To what extent did this repair service meet your expectations? Fell Far Below Your Expectations 1 2 3 4 5 6 7 8 9 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From | Matches Your Ideal |
| 5. | How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? | |
| | Definitely Will Not Use Next Time | Definitely Will Use Next Time |
| ŝ. | How likely or unlikely are you to recommend WNY Plumbing Services to a friend? | |
| | Definitely Will Not | Definitely Will Recommend |
| 7. | Please rate the telephone representative on the following: Very Poor Excellent Overall 1 | |
| | Knowledgeable | (OVER) |

| | 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 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. 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: | | | | | | | | |
| | Professionalism Very Poor 1 | | | | | | | | |
| | Knowledgeable | D' 1 N . 1 | | | | | | | |
| | Funtamentian of Benefit 4 0 0 4 | Did Not Explain | | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | |
| 15b. | | | | | | | | | |
| 16. | | 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: THER DID A GREAT JOB TH X 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 | ad. | | | | | | | |





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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

| 8. Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 | 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 | an three days after I called | | | | | | | | |
| Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day | | | | | | | | | |
| 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 \square No | | | | | | | | | |
| QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | |
| 13. Please rate the <u>service technician</u> on the following: | | | | | | | | | |
| Very Poor | Excellent | | | | | | | | |
| Professionalism | <u>1</u> 9 <u>1</u> 240 | | | | | | | | |
| Knowledgeable | 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) | | | | | | | | |
| 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 | 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 | | | | | | | | |
| 15a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on | order | | | | | | | | |
| 15b. If a part had to be ordered, did we keep you informed about status? Yes No | Not applicable | | | | | | | | |
| 16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 | 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 Standing Behind Their Work 1 2 3 4 5 6 7 8 | ☐9 💢 10 ☐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-page. | aid envelope provided. | | | | | | | | |







www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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

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

| 1. | Where have you Newspape Google Other | | F | riend | WNY Plu Before | | Billbo | | | Y) | | |
|----|--|-----------------------|--------------------|----------------------|-------------------|-----------|------------|----------------------|-----------|----------|--------------|----------------------------------|
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most red | ything fo cent plu | rom you mbing i | ır initial epair? | call to t | he com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | □1 | <u> </u> | 3 | <u></u> 4 | <u></u> 5 | 6 | 7 | 8 | <u> </u> | <u>V</u> 10 | Extremely Satisfied |
| 3. | To what extent di Fell Far Below Your Expectations | id this re | epair se | rvice m | eet you | r expect | ations? | _7 | <u>8</u> | <u> </u> | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal Very Far From Your Ideal | repair s | ervice. | How w | ell did V | VNY Plui | mbing o | compare | with yo | our idea | l? 10 | Matches Your Ideal |
| 5. | How likely or unl | ikely are | e you to | use WN | IY Plum | bing the | e next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | 1 | 2 | Пз | 4 | <u></u> 5 | □ 6 | 7 | <u> </u> | 9 | 10 | Definitely Will Use Next Time |
| 6. | How likely or unli | ikely are | e you to | recomr | mend W | NY Plum | nbing S | ervices [·] | to a frie | nd? | / | |
| | Definitely Will Not Recommend | <u> </u> | 2 | 3 | 4 | <u></u> 5 | <u> </u> | 7 | 8 | <u> </u> | 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephone Very Po | • | sentativ | e on the | followi | ng: | | | | Excellent | |
| | Overall | □ 1 | 2 | □3 | <u></u> 4 | <u></u> 5 | <u>6</u> | □ 7 | 8 | <u> </u> | 10 | |
| | Courteous | <u> </u> | 2 | <u></u> 3 | <u>4</u> | <u></u> 5 | <u>6</u> | 7 | 8 | <u> </u> | 10 | |
| | Knowledgeable | 1 | 2 | 3 | 4 | <u></u> 5 | <u></u> 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 | | | | | | | | | |
| 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? Ves No | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | | | | | |
| | Professionalism | | | | | | | | | |
| | Knowledgeable | | | | | | | | | |
| | Explanation of Repair 1 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | | |
| 14a. | 14a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | | |
| 1 4b. | 4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 | | | | | | | | | |
| (| Comments: | | | | | | | | | |
| _ | | | | | | | | | | |
| 1 | f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | | |





www.wnyplumbing.com

| | | | | | | 2 1 | 1 | 11 | 1 | | 6/1 | 9 / |
|------|--|-----------------------------|-----------|-----------------|------------|-----------|------------|----------|------------|----------|--------------------|-----------------------------------|
| dedi | | 4086 nk you g quality | y service | | | | opportu | nity to | service 1 | the plur | mbing in yo | our home. We are take a minute to |
| 1. | Where have you Newspape Google Other | | F | about viriend | | | Billbo | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering eve with our most re | | | | call to | the com | pletion | of the r | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | <u> </u> | _2 | 3 | 4 | <u></u> 5 | <u>6</u> | _7 | <u> </u> | 9 | X 10 | Extremely Satisfied |
| 3. | To what extent of Fell Far Below Your Expectations | did this | repair se | ervice m | eet you | r expec | tations? | 7 | <u> </u> | <u> </u> | X 10 | Far Exceeded Your Expectations |
| 4. | lmagine an idea Very Far From Your Ideal | l repair | service. | How w | vell did \ | ₩NY Plu | mbing o | compare | e with you | our idea | l? ★ 10 | Matches Your Ideal |
| 5. | How likely or un | likely aı | re you to | use Wi | NY Plum | bing the | e next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | <u></u> 1 | 2 | <u></u> 3 | 4 | <u></u> 5 | □ 6 | _7 | 8 | <u> </u> | X 10 | Definitely Will Use Next Time |
| 6. | How likely or un | likely aı | re you to | recomi | mend W | 'NY Plun | nbing S | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | 1 | 2 | Пз | 4 | 5 | □ 6 | 7 | <u> </u> | <u> </u> | X 10 | Definitely Will Recommend |
| 7. | Please rate the t | elephor Very P | | <u>sentativ</u> | e on the | e followi | ng: | | | | Excellent | |
| | Overall | 1 | 2 | <u></u> 3 | 4 | <u></u> 5 | 6 | 7 | 8 | 9 | X 10 | |
| | Courteous | 1 | <u>2</u> | □3 | <u>4</u> | <u></u> 5 | 6 | 7 | □ 8 | 9 | X 10 | |
| | Knowledgeable | <u> </u> | <u>2</u> | <u></u> 3 | <u>4</u> | <u></u> 5 | <u>6</u> | _7 | □ 8 | <u> </u> | X 10 | (OVER) |

| QUESTIONS ABOUT SCHEDULING | | | | | | | | |
|----------------------------|---|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called 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. 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 <u>service technician</u> on the following: | | | | | | | |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 | | | | | | | |
| | Knowledgeable | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | |
| 14a. | □ V ₂ (2007 = 2.42) □ N ₂ (2007 = 0.01) | | | | | | | |
| 1 4b. | 4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | |
| 15a. | 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 | | | | | | | |
| 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 | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! | | | | | | | |
| - | Comments: | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | |

Tyle

(OVER)

RECEIVE JUN 3 0 2023



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. | | | | | | | | | |
|--|---|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|----------------------------------|--|--|
| 1. | Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper | | | | | | | | |
| | 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 Dissatisfied | □1 □2 | □3 □4 | □ 5 □ 6 | 7 🗌 8 | □9 10 | Extremely Satisfied | | |
| 3. | To what extent d | id this repair se | rvice meet you | r expectations? | | | | | |
| | Fell Far Below Your Expectations | □1 □2 | ☐3 ☐4 | □5 □6 | □ 7 □ 8 | 9 40 | Far Exceeded Your Expectations | | |
| 4. | Imagine an ideal | repair service. | How well did V | VNY Plumbing o | compare with y | our ideal? | | | |
| | Very Far From Your Ideal | □1 □2 | ☐3 ☐4 | □5 □6 | □ 7 □ 8 | □9 □ 10 | Matches Your Ideal | | |
| 5. | How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? | | | | | | | | |
| | Definitely Will Not Use Next Time | □1 □2 | □3 □4 | □5 □6 | □ 7 □ 8 | □9 ΦHQ. | Definitely Will Use Next Time | | |
| 6. | How likely or unlikely are you to recommend WNY Plumbing Services to a friend? | | | | | | | | |
| | Definitely Will Not Recommend | □1 □2 | □3 □4 | □ 5 □ 6 | □ 7 □ 8 | 9 10 | Definitely Will Recommend | | |
| 7. | Please rate the telephone representative on the following: | | | | | | | | |
| | Very Poor Excellent | | | | | | | | |
| | Overall | | □3 □4 | | | ∐9 ∐10 | XI/A | | |
| | Courteous | ∐ 1 ∐ 2 | □ 3 □ 4 | ∐ 5 ∐ 6 | ∐ 7 ∐ 8 | ∐ 9 ∐ 10 | | | |

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

| | QUESTIONS ABOUT SCHEDULING | | | | | | | |
|--------------|---|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 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 | | | | | | | |
| 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? | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | |
| 13. | Please rate the service technician on the following: | | | | | | | |
| | Professionalism Very Poor Excellent 1 2 3 4 5 6 7 8 9 10 | | | | | | | |
| | Knowledgeable | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | |
| 1 4b. | 4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | |
| 15a. | 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 | | | | | | | |
| 15b. | o. 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 Extremely Satisfied | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | |
| | Trustworthiness | | | | | | | |
| | Comments: | | | | | | | |
| - | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | |