

487 Erie Street Lancaster, NY 14086

1.	Where have you Newspape			about \	NNY Plu	mbing?	C'("X" A		T APPL	Y)		
	Google	1			Before		Logo		k			
	☐ Geogle ☐ Other			000 00	Boloro		Logo	/// //do				
						OVE	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	<u>2</u>	3	4	<u></u> 5	□6	□ 7	8	9	⊠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	1	_2	3	<u>4</u>	<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	 ?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	□6	<u> </u>	8	9	⊠10	Matches Your Ideal
5.	How likely or unl	ikely ard	e you to	use WN	NY Plum	bing the	next tii	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□6	□ 7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	3	4	5	□ 6	<u> </u>	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□ ₁	\square_2	Пз	\prod_4	5	П6	\square_7	□ 8	П9	X 10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9		
	Knowledgeable	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	9	⊠10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	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	Same day I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes \(\subseteq\) No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <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	Did Not Explain							
	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	схріані							
15a. 15b.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 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 Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 6 7 8 9 10 6 7 8 9 10								
-	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 provid	ded.							



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable



We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other OVERA 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 l6 ∏7 X8 ∏9 Extremely 4 15 **Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING	
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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	I called
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12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable □1 □2 □3 □4 □5 □6 □7 ☑8 □9 □10	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
(Comments:	
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	f you would like us to call you, please fill in your telephone number: ()	led.



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1.	Where have you Newspaper Google Other	r 🔲	rd about ^v Friend Used us			Billboa			()		
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2.	Considering every with our most red	ything from y cent plumbir	our initial g repair?	call to t	he com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations		service m 2 3	neet your	r expect	ations?	7	□8	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	<u> </u>	e. How v	vell did V	VNY Plui	mbing o	compare	with yo	our idea	l?	Matches Your Ideal
5.	How likely or unli	ikely are you	to use W	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2	<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 are yοι	to recom	mend W	NY Plun	nbing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	1	2 🔲 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	<u>resentativ</u>	<u>re</u> on the	e followi	ng:				Excellent	
	Overall	1 :	2 3	4	<u></u> 5	<u>6</u>	7	8	9	2 10	
	Courteous	_1	$2 \square 3$	4	<u></u> 5	<u></u> 6	7	8	9	X 10	
	Knowledgeable	_1 _:	2	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	9	∑ 10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <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								
		Did Not							
		Explain							
14b.	Aa. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) 4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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.	Sausileu							
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!								
C	Comments:								
-									
-	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 provid	ed.							



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1.	Where have you Newspapel Google Other		Fri	iend	VNY Plu Before		("X" A Billboa Logo c	rd		Y)	,	
						OVER	RALL					
2.	Considering ever with our most red	ything fro cent plur	om you nbing r	r initial epair?	call to t	he com _l	pletion (of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	<u></u> 3	<u>4</u>	<u></u> 5	□6	7	<u>8</u>	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this re	pair sei	vice m	eet your	expect	ations?	□ 7	<u> </u>	9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did W	/NY Plui 5	mbing c	ompare	with yo	our idea	l? ✓10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Pluml	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend Wl	NY Plum	nbing Se	ervices t	to a frier	nd?		
	Definitely Will Not Recommend	1	_2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephone Very Poo	-	entativ	e on the	followi	ng:				Excellent	
	Overall		_2	<u></u> 3	4	5	6	7	8	9	<u> </u>	
	Courteous	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	■8	<u> </u>	<u> </u>	
	Knowledgeable	1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u></u> 9	<u> </u>	(OVER)

9. What day was your service Same day I called The day after I called	J2345678910 scheduled for? ("X" ALL THAT APPLY) Two days after I called Longer than three days after Three days after I called y of the week would you prefer service? Tues Wed Thurs Fri Sat No particular day would you prefer service?	Excellent I called
Same day I called The day after I called 10. Generally, on which one da	Two days after I called Longer than three days after I called y of the week would you prefer service? Tues. Wed. Thurs. Fri. Sat. No particular day would you prefer service?	I called
	Tues. Wed. Thurs. Fri. Sat. No particular day would you prefer service?	
	12	
11. Generally, what time of day Morning Aftern		
12. Were you contacted by pho	ne to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13. Please rate the <u>service tech</u>		
Professionalism 1	□2 □3 □4 □5 □6 □7 □8 □9 ☒10	
Knowledgeable 1	\square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10	
Explanation of Repair 1	\square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10	Did Not Explain
14a. Did we complete the repair	on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
the product failed again	•	
	how many days did it take to get the part and complete the repair? 7 4-6 days 7-8 days More than 8 days Part still on order	
	did we keep you informed about status? Yes No Not applicable	
16. How satisfied or dissatisfied Extremely Dissatisfied	were you with the time needed to complete the repair?	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	Catalogue
	rk Plumbing on the following:	
Trustworthiness Standing Behind Their Work Please check this bo	Excellent 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 1 2 3 4 5 6 7 8 9 10 x if you will also use an online rating service, Thank you!	
	u, please fill in your telephone number: () U FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	



(OVER)

487 Erie Street Lancaster, NY 14086

Overall

Courteous

Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very							
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12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b. 16.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?							
10.	Extremely Dissatisfied 1							
	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!							
-	Thanks for informing me about existing warranky on my faucet.							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



(OVER)

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Knowledgeable



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dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck se Medical on Walden Other 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 2 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent
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12.	Were you contacted by phone to confirm the appointment? Yes No
	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)
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15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
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!
7	Comments: All sve gentleman Ricky was very polite explained everything, awasome quick service repair.
	If you would like us to call you, please fill in your telephone number: ()THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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1.	Where have you Newspape Google Other	r 🔲 Fr	about WNY Plu iend sed us Before	В	"X" ALL THA illboard ogo on Truc		Y)	
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2.	Considering ever with our most re			he comple	etion of the re	epair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	_1 _2	☐3 ☐4	<u></u>	□ 6 □ 7	8	9 10	Extremely Satisfied
3.	To what extent d	id this repair se	vice meet your	expectati	ions?			
	Fell Far Below Your Expectations	□1 □2	<u></u>	<u></u>	□ 6 □ 7	8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did W	/NY Plumb	oing compare	with yo	our ideal?	
	Very Far From Your Ideal	_1 _2	3 4	<u></u>	□ 6 □ 7	8	9 🗆 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Pluml	bing the n	ext time you	need plu	umbing service?	
	Definitely Will Not Use Next Time	_1 _2	3 4.	<u></u>	□ 6 □ 7	8	№ 9 □10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend WI	NY Plumbi	ing Services t	to a frier	nd?	
	Definitely Will Not Recommend	1 2	□3 □4	<u></u>	6 7	8	9 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	entative on the	following				
	_	Very Poor	.1	J			Excellent	
	Overall	☐ 1 ☐ 2	☐ 3 ☐ 4	<u></u>	□ 6 □ 7	8	9 🗆 10	
	Courteous	<u> </u>	□3 □4	<u></u>	□ 6 □ 7	8	⊠ 9 □10	

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	QUESTIONS ABOUT SCHEDULING							
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	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	a. Did we complete the repair on our first trip to your home? X 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.							
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	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments: THE TECHNICIAN HAD A DUTY THAT SCLATCHED All OF MY BASEMENT STAIRS THAT I HAD TO SAND AND REPAINT							
	If you would like us to call you, please fill in your telephone numbe <mark>r:</mark> THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



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۱.	Where have you	seen or hear	d about W	NY Plumbin	g? ("X" A	LL IHA	II APPLI	r)		
	Newspaper	· 😿 F	riend	-	Billboa	ard				
	Google		Jsed us E	Before [Logo	on Truc	k			
	Other				_ 3					
	Other			OV	FDALL	eros nos				III) ATH CHEST SECTION
					ERALL					
2.	Considering every with our most red	ything from yo cent plumbing	our initial c repair?	call to the co	mpletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	3	<u>4</u>	5 16	7	8	9	<u> </u>	Extremely Satisfied
3.	To what extent di	d this repair s	ervice me	et your expe	ectations?					
	Fell Far Below Your Expectations	12	3	4	5 \$\frac{1}{2}6	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How we	ll did WNY F	lumbing o	compare	e with yo	ur idea	1?	
	Very Far From Your Ideal	<u>1</u> <u>2</u>	<u></u> 3		5 26	7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unli	ikely are you t	o use WN\	Y Plumbing	the next ti	me you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u></u> 3	<u>4</u>	5 🗌 6	7	X 8	9	<u> </u>	Definitely Will Use Next Time
ô.	How likely or unli	ikely are you t	o recomm	end WNY PI	umbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	3	4	5 🗌 6	7	A 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elenhone renr	esentative	on the follo	wina.					
	1 10000 1010 1110 110	Very Poor	ooontativo	011 410 10110	9.				Excellent	
	Overall	□1 □2	3	<u></u>	5 🗌 6	<u> </u>	8	9	<u> </u>	
	Courteous	☐1 ☐2	<u> </u>	4	5 🗌 6	7	8	9	10	
	Knowledgeable	□1 □2	3	4	5 🗌 6	□ 7	8	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 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. 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									
	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	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	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.	. The state of the									
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.	Oddoned								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!									
-	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 provice.	ded.								



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l.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper 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 Dissatisfied 1 2 3 4 5 6 7 8 9 4	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 4 10	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	Matches Your Ideal								
<u>.</u>	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								
S.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?									
	Definitely Will Not	Definitely Will Recommend								
7.	Please rate the <u>telephone representative</u> on the following: Very Poor Excellent Overall 1									
	Courteous									
	Knowledgeable	(OVER)								

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called									
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <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 X 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.	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.	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 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.	Jausileu								
17.	Please rate Western New York Plumbing on the following:									
*	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
(Comments:									
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	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 provice	ded.								



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1.	Where have you Newspaper Google Other	r 🔯 I	d about WI Friend Used us B		Billbo			Y)		
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2.	Considering every with our most red	ything from yo cent plumbing	our initial ca repair?	all to the co	mpletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 [4	5 🗆 6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent di	d this repair s	service mee	et vour exp	ectations?)				
	Fell Far Below Your Expectations	1 2	<u></u> 3 [5	7	8	<u> </u>	<u>×</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	How well	H YWW hih	lumbing	compare	with vo	ur idea	12	
	Very Far From Your Ideal	1 2	<u></u> 3 [5 6	7	8	9	⊠ 10	Matches Your Ideal
5.	How likely or unli	kely are you t	o use WNY	Plumbing ¹	the next ti	ime you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	3 [4	5 🗌 6	7	8	9	1 0	Definitely Will Use Next Time
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	Knowledgeable	□1 □2	<u></u> 3 []4 []	5 <u>6</u>	<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 Door 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. 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
	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)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 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: DAN WITH THE ORIGINAL CALL, MIKE + TYLER WITH THE SERVICE /INSTAC WERE FANTASTIC III THANK YOU WNY PLUMBING AGAIN
	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.



487 Erie Street 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	seen or	r heard	about '	WNY PII	umbing'	? ("X" /	ALL THA	at appl	.Y)		
	Newspape	r	ΠF	riend			Billbo	ard				
	Google				Before	, H		on Truc	ماد			
	Other			seu us	Deloie	· L.	Logo	on nuc	, IX			
	Other											
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were yo with our most recent plumbing repair?								atisfied were you			
	Extremely Dissatisfied	_1	<u>2</u>	3	4	<u></u> 5	□6	7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	id this re	epair se	ervice m	eet you	r expect	tations?)				
	Fell Far Below Your Expectations	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	NNY Plu	mbina (compare	e with vo	our idea	12	
	Very Far From		□2								. ──¥	Matches
	Your Ideal	L I	2	3	<u></u> 4	5	∐ 6	/	8	<u></u> 9	⋈ 10	Your Ideal
5.	How likely or unl	ikely are	e you to	use Wi	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 3	4	<u></u> 5	□6	7	<u> </u>	<u> </u>	 10	Definitely Will Use Next Time
•						W. D. C. D. C.						OSC NEXT TIME
6.	How likely or unl	ikely are	e you to	recomi	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Recommend
7.	Please rate the to	elenhond	e renres	sentativ	e on the	e followi	uu.					
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	Overall	1	_2	3	4	<u></u> 5	<u>6</u>	7	8	9	1 0	
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	Knowledgeable	1	2	3	4	<u></u> 5	<u>6</u>	7	□8	<u> </u>	⊠ 10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 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									
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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 1 2 3 4 5 6 7 8 9 ≥ 10									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.		*								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 210	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	If you would like us to call you, please fill in your telephone numbe. THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provides.	led.								



(OVER)

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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** 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 2 3 15 16 14 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 3 15 14 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 X**10 **Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall X 10 Courteous ×110

	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 Three days after I called									
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12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following:									
	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.	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 Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness Standing Behind Their Work Their Work Very Poor Excellent 5 6 7 8 9 × 10 1 2 3 4 5 6 7 8 9 × 10 Please check this box if you will also use an online rating service, Thank you!									
(Comments:									
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	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.	If you would like us to call you, please fill in your telephone number: ()								



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1.	Where have you Newspape Google Other	r 🔲 F	d about WNY P Friend Jsed us Befor	Billbo		PLY)				
				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	B 🔲 9	1 0	Extremely Satisfied		
3.	To what extent di Fell Far Below Your Expectations	id this repair s	ervice meet yo	ur expectations?	7 🔲 8	3 □9	1 0	Far Exceeded Your Expectations		
4.	lmagine an ideal Very Far From Your Ideal	repair service	. How well did	WNY Plumbing	compare with		l? ☑10	Matches Your Ideal		
5.	How likely or unl	ikely are you to	o use WNY Plur	nbing the next ti	me you need	olumbing	service?			
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	□7 □8	B 🔲 9	1 0	Definitely Will Use Next Time		
6.	How likely or unl	ikely are you to	o recommend V	VNY Plumbing S	ervices to a fri	end?				
	Definitely Will Not Recommend	□1 □2	□3 □4	□5 □6	□7 □8	8 🗌 9	1 10	Definitely Will Recommend		
7.	Please rate the te	elephone repre	3	e following:	□7 □8 □7 □8		Excellent 10			
	Knowledgeable		<u>3</u> <u>4</u>	□5 □6	7 8	9	1 10	(OVER)		

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment?	*								
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	,								
14b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.										
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