

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

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MAR 1 2021

MIKE

(OVER)

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 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** __6 14 15 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **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** 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** 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

	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 WAIT FOR PARTS!									
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									
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▼10									
	Did Not									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness									
51	Comments: DUE TO BETTER PRICING AND QUALITY WE SWITCHED FROM THE									
	TV - PLUMBERS " A LONG TIME AGO. 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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	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								
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	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: Good 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 provides	ded.								



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1.	Where have you	seen or he	ard about \	NNY Plu	ımbing?	? ("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	_	Friend			Billboa			•		
	Google		Used us	Before		Logo	on Truc	k			
	Other	2				. 5					
					OVE	RALL					
2.	Considering ever with our most re	rything from cent plumbi	your initial ng repair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2 🔲 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	<u> </u>	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this repai	service m	eet you	expect	ations?					
	Fell Far Below Your Expectations		2	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ce. How w	ell did V	VNY Plu	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	_1 _	2	<u>4</u>	<u></u> 5	□6	7	8	9	<u>V</u> 10	Matches Your Ideal
5.	How likely or unl	likely are you	ı to use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	ı to recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	4	<u></u> 5	☐6	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephone rep Very Poor	resentativ	e on the	followi	ng:				Excellent	
	Overall	\square_1	2	\prod_4	5	П ₆	П 7	П8	П9	10	
	Courteous	1	2 3	4	<u></u> 5	<u></u> 6	7	<u></u> 8	9	10	
	Knowledgeable	1:	2 🔲 3	<u>4</u>	<u></u> 5	<u>6</u>	<u> </u>	8	9	10	(OVER)

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	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									
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15b.										
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	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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	Other					5-					
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2.	Considering ever with our most re	rything fro ecent plum	m your in bing repa	nitial call to air?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2 _	3 🗌 4	<u></u> 5	<u></u> 6	□ 7	<u> </u>	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this rep	air servic	e meet yo	ur expec	tations?)				
	Fell Far Below Your Expectations	1 [2 Celle	3 J 4	Selvec	6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair ser	vice. Ho	w well did	WNY Plu	mbing (compare	with yo	our idea	l?_	
	Very Far From Your Ideal	91]2 []3		□6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely are y	ou to use	WNY Plur	nbing the	e next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time		72 ′ []3	\square_5	6	Et	18	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are y	ou to rec	ommend V	VNY Plun	nbing S	ervices 1	to a frier	nd?		
	Definitely Will Not Recommend]3		☐6		8		10	Definitely Will Recommend
7.	Please rate the to	elephone r Very Poor		<u>ative</u> on th	e followi	ng:				Excellent	
	Overall	<u> </u>]2 []	3	□ 5	□6	7	8	9	10	
	Courteous	<u> </u>]2 🗌	3 4	5	<u></u> 6		□8	9	<u> </u>	

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	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								
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	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 To be a service of the following: Excellent Their Work Their Work Please check this box if you will also use an online rating service, Thank you!								
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Knowledgeable



RIVEM

(OVER)

aeai	would like to than cated to providing ver this important	g quality service	g WNY Plumbi . In order to he	ng the c elp us im	ppportunity to s aprove our qua	service the lity of serv	e plumbing in yo ice to you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google X Other	er Fi	about WNY Plo riend sed us Before		P ("X" ALL THA Billboard Logo on Truc	ŕ		
				OVEF	RALL			
2.	Extremely	rything from you cent plumbing r	epair?					atisfied were you
	Dissatisfied	12	<u></u> 3 <u></u> 4	<u></u> 5	□ 6 □ 7	∐8 L	_ 9 ∑ 10	Satisfied
3.	To what extent d	id this repair se	rvice meet you	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 Very Far From	repair service.	How well did V	VNY Plur	mbing compare	with your	ideal?	
	Your Ideal	□1 □2	3 4	<u></u> 5	□6 □7	8	□9 □10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the	next time you	need plum	bing service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	□6 □7	X 8]9	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plum	bing Services	to a friend	?	
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	<u></u> 5	□6 □7	<u>8</u>	9 🗵 10	Definitely Will Recommend
7.	Please rate the te	elephone repres Very Poor	<u>entative</u> on the	followin	ıg:		Excellent	
	Overall	1 2	<u></u>	<u></u> 5	□ 6 □ 7	<u>8</u>	9 🔀 10	
	Courteous		$\square_3 \square_4$		ПвПл	П。Г		

	QUESTIONS ABOUT SCHEDULING
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12,	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <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 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Tech was called to hagnese problems which he did. Problems require replacement of faucet disposal and sink. We plan to do not part had to be ordered how many days did it take to get the part and complete the repair? the replacements as Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order funds become 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
ENGA.	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 Their Work Please check this box if you will also use an online rating service, Thank you!
	Comments: Although problems were not corrected per se, they were diagnosed and explained, and the tech clearly explained the work needed, We were very satisfied: 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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www.wnyplumbing.com





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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Υ)			
						OVE	RALL						
2.	Considering ever with our most re	rything f cent plu	rom you Imbing I	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were yo	ЭL
	Extremely Dissatisfied	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied	
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	Definitely Will Not Use Next Time	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	≥10+	Definitely Will Use Next Time	
6.	How likely or unl	ikely are	e you to	recomr	mend W	NY Plum	nbing Se	ervices 1	o a frier	nd?			
	Definitely Will Not Recommend	_1	_2	<u></u> 3	<u></u> 4	<u></u> 5	☐ ₆	7	8	<u></u> 9	10	Definitely Will Recommend	
7.	Please rate the to	elephone Very Po		entativ	e on the	followin	ng:				Excellent		
	Overall	□ 1	2	Пз	4	П ₅	П ₆	\prod_{7}	∏ ₈	 9	⋈ 10		
	Courteous	1	2	3	4	5	<u></u> 6	7	8	9			
	Knowledgeable	1	<u>2</u>	3	4	5	<u></u> 6	7	8	9	10 /	(OVER))

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	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 Please check this box if you will also use an online rating service, Thank you!										
	Comments: RICK WAS EXTREMELY PROFESSIONAL AND COURTEOUS KNOWLEDGABLE: I WOULD REQUEST HIM FOR FURTURE WOCK. 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

4425 Walden Avenue Lancaster, NY 14086 MAR 2 6 2021

Bicky

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		Fri	end	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	with our most re	rything fro cent plun	om your nbing re	initial pair?	call to t	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	<u></u> 6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	lid this rep	oair ser	vice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. I	How w	ell did V	VNY Plui	mbing c	ompare	with yo	our idea	ıl?	
	Very Far From Your Ideal	□1 [2	3	4	<u></u> 5	<u>6</u>	7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	likely are	you to ι	ıse WN	IY Plum	bing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 [2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to r	ecomr	nend W	NY Plum	ıbina Se	rvices 1	o a frier	nd?		
¥	Definitely Will Not Recommend	□1 [2	<u></u> 3	<u></u> 4	<u></u> 5	☐6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephone Very Poo		ntative	e on the	followin	ng:				Excellent	
	Overall	<u> </u>]2 [3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	X 9	<u> </u>	
	Courteous	□1 [<u></u> 2 [3	4	<u></u> 5	□6	□ 7	8	X 9	<u> </u>	
	Knowledgeable	11]2 [3	4	<u></u> 5	<u></u> 6	7	8	2 9	<u> </u>	(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. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments: Very Good Service. Constears, KNOWLEDGABLE TECHNICIAN
	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)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

hicky

RECLIVED
MAR 2 6 2021

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 **OVERALI** 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** 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** Your Ideal 13 4 15 16 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** 5 Recommend Recommend 7. Please rate the <u>telephone</u> representative on the following: Very Poor **Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 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
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12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? 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.	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! Please check this box if you will also use an online rating service, Thank you! The please check this box if you will also use an online rating service, Thank you! The please check this box if you will also use an online rating service, Thank you!
	Comments: Excellent Sorvice - Time between telephone call and Completed installation was 3 hours.
	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)

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 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** 5 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 4 Your Ideal 13 15 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** M10 **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** 5 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

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12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism 1 2 3 4 5 6 7 8 9 ⋈ 10 Knowledgeable 1 2 3 4 5 6 7 8 9 ⋈ 10	
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? \(\subseteq \text{Yes (SKIP TO Q.16)} \) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor 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 prov	



(OVER)

MAR 2 6 2021

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 Used us Before Google 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 5 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** Your Ideal 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
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	Knowledgeable
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
-	Comments: "Mike" did an excellent Job for over new toilet installation. I would look forward to him
	If you would like us to call you, please fill in your telephone number: () <u>doing</u> <u>dry</u> <u>future</u> <u>work</u> . THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



RECEIVED
MAR 3 0 2021

(OVER)

mike

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** 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 5 **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 3 4 15 16 Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall

	QUESTIONS ABOUT SCHEDULING
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	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
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	Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments: Why flumbing technician that presonned the work of our house was pripe and we were very happy with his serve
	If you would like us to call you, please fill in your telephone number: ()