

FEB 2 8 2022

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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1.	Where have you Newspape Google Other		Fri	end	VNY Plu Before		Billboa			Y)		
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2.	Considering ever with our most red				call to t	he com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this re	pair ser	vice m	eet youi	expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plui	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	<u>4</u>	<u></u> 5	□6	7	8	9	1 10	Matches Your Ideal
5.	How likely or unl	ikely are	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	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	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	<u></u> 6	<u> </u>	8	<u></u> 9	Pio	Definitely Will Recommend
7.	Please rate the to	elephone Very Pod	•	<u>entative</u>	e on the	followi	ng:				Excellent	
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	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	· I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. Poparticular 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 \$\mathre{P}\$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									
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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 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:									
-	· · · · · · · · · · · · · · · · · · ·									
	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 provides	ded.								





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to

(OVER)

4425 Walden Avenue Lancaster, NY 14086

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1.	Where have you Newspape Google Other		ieard about \ Friend Used us			Billboa			Y)		
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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 yo
	Extremely Dissatisfied	<u> </u>	2 3	4	<u></u> 5	<u>6</u>	7	<u> </u>	<u></u> 9	<u> 10</u>	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet you	r expect	tations?					
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		Very Poor								Excellent	
	Overall	<u> </u>	<u> </u> 2 <u> </u> 3	4	5	<u></u> 6	<u></u> □7	8	9		
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness									
	Comments:									
-										
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Y PLUMBING CO

4425 Walden Avenue Lancaster, NY 14086

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Y IMPRESCED BY

Y. JUST P. I'M VERY IMPRESCED BY YOUR COMPANY, JUST BY SENDING OUT THIS SURVEY IT SAYS A LOT AND THAT WNY PLUMBING CARES ABOUT ITS CUSTONIERS.

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.

١.	where have you	Seen or	nearu	about v	VINT PIU	monig?	("X" A	LL INA	I APPL	1)		
	Newspaper	r	Fr	iend			Billboa	ırd				
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	Duller W1	TH HI	IM,	HE	ZECC			ED'	WHY	PLU	1MBIN	G!
						OVER	PALL					
2.	Considering ever with our most red				call to t	he comp	oletion (of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	\(\) 10	Extremely Satisfied
3.	To what extent di	id this re	epair se	rvice m	eet your	expecta	ations?					
	Fell Far Below Your Expectations	_1	_2	<u></u> 3	4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	<u> </u>	_2	3	<u>4</u>	<u></u> 5	<u>6</u>	<u> </u>	8	9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recomr	nend W	NY Plum	bing Se	ervices t	to a frier	nd?		,
	Definitely Will Not Recommend	1	2	<u></u> 3	4	5	<u>6</u>	7	8	<u> </u>	X 10	Definitely Will Recommend
6	SORRY, C	LAN	NOT	REME	EMIBE	12, F	OWE	VER	, AL	LWI	as TAK	EN CARE
7.	Please rate the te	elephone Very Po	e repres oor	<u>entativ</u>	e on the	followir	ng: OF	= TO	MY	SATI	SFAGT Excellent	ION.
	Overall	1	_2	<u></u> 3	4	<u></u> 5	<u> </u>	7	8	9	<u> </u>	
	Courteous	1	2	3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	10	
	Knowledgeable	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□6	□ 7	8	<u> </u>	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING									
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11.	Morning MAfternoon Fyening (after 5p. m.) Mo particular time									
12.	Were you contacted by phone to confirm the appointment? Yes No CONFIRMED AT SAME TIME									
	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									
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	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: FEEL YES, YOU STAND BEHIND YOUR									
	Trustworthiness									
	Comments:									
	VNY PLUMBING 15 FORTUNATE TO HAVE TAYLOR ON THE TEAM! E 15 CONCERNED, FRIENDLY WITH A THOROUGH WORK ETHIC.									
	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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(OVER)

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Knowledgeable

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1.	Where have you Newspape Google Other	r 🔲 Fr	about WNY Plu iend sed us Before	Billbo			Y)		
				OVERALL					
2.	Considering ever with our most re-			he completion	of the re	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	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	<u>3</u> 4	<u></u>	□ 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur idea	 ?	
	Very Far From Your Ideal	<u> </u>	<u>3</u> 4	□5 □6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime 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	ikely are you to	recommend W	NY Plumbing S	Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	□5 □6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	following:				Excellent	
	Overall	\Box 1 \Box 2	□3 □4	□5 □6	7	8	9	10	
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	Definitely Will Not Use Next Time	1	2	□3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	<u> </u>	<u> </u>	≥10	Definitely Will Use Next Time
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	Recommend	'		0		Ш	Ш	ш <i>′</i>			10	Recommend
7.	Please rate the to	•	•	sentativ	e on the	followi	ng:					
		Very Po	or		_			_		^	Excellent	
	Overall	1	2	<u></u> 3	<u></u> 4	5	<u> </u> 6	<u> </u>	∐8	≥ 9	10	
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	Knowledgeable		\square_2	□3	4	□5	□6	□7	□8	Ø 9	□10	(OVED)

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

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	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 Hopsfully Please check this box if you will also use an online rating service, Thank you!
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	Overall	□1 [2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	■8	<u></u> 9	10	
	Courteous	1	2	<u></u> 3	4	5	<u>6</u>	□ 7	8	9	10	
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	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 provided.



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(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	vould like to thar cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the oppor Ip us improv	tunity to s e our qual	ervice t ity of se	he plumbing in yorvice to you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other ∩ α	er 🔲 Fr	riend sed us Before	Billb	oard o on Truc		Y)	
				OVERAL				
2.	Considering ever with our most re			the completion	on of the r	epair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	1 2	☐ 3 ☐ 4	<u></u> 5	6 🔲 7	8	9 <u> </u> ∑ 10	Extremely Satisfied
3.	To what extent of	lid this repair se	rvice meet you	r expectation	s?		,	
	Fell Far Below Your Expectations	12	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9 710	Far Exceeded Your Expectations
4.	Imagine an idea	l repair service.	How well did V	VNY Plumbin	g compare	e with yo	our ideal?	
	Very Far From Your Ideal	□1 □2	☐ 3 ☐ 4	□5 □	6	8	9 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the nex	t time you	need pl	umbing service?	
	Definitely Will Not Use Next Time	_1 _2	□3 □4	<u></u> 5	6 🔲 7	8	□9 □ 10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	NY Plumbing	Services	to a frie	nd?	
	Definitely Will Not Recommend	1 2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9 10	Definitely Will Recommend
7.	Please rate the	telephone repres	sentative on the	e following:			Excellent	
	Overall	<u> </u>	<u>3</u> 4	<u></u>	6 🔲 7	8	□9 🕅10	
	Courteous	<u> </u>	<u>3</u> 4	<u></u>	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	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	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 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	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.									
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 1 2 3 4 5 6 7 8 9 10 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: TAYLOR IS THE BEST								
	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 provides	ded.							



(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		nk you for giving WNY Plumbing the opportunity to service the plumbing in you g quality service. In order to help us improve our quality of service to you, please t survey.	
1.	Where have you Newspape Google Other	u seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) er	
		OVERALL	
2.	Considering ever with our most re	erything from your initial call to the completion of the repair, how satisfied or dissa ecent plumbing repair?	atisfied were you
	Extremely Dissatisfied	□1 □2 □3 □4 □5 □6 □7 □8 □9 □10	Extremely Satisfied
3.	To what extent d	did this repair service meet your expectations?	
	Fell Far Below Your Expectations	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10	Far Exceeded Your Expectations
4.	•	l 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 unl	likely 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 unl	likely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not Recommend	1 2 3 4 5 6 7 8 9 410	Definitely Will Recommend
7.	Please rate the t	telephone representative on the following:	
		Very Poor Excellent	
	Overall	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 $\cancel{\square}$ 10	
	Courteous	□1 □2 □3 □4 □5 □6 □7 □8 □9 反10	

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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Longer than 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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	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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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 1 2 3 4 5 6 7 8 9 10 Standing Behind 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	Comments:								
_		-							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								





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1.	Where have you Newspape Google Other	er 🔲 F	d about V Friend Jsed us			Billboa			Y)	-	
		THE STATE OF			OVE	RALL				(FIG. 104)	
2.	Considering ever with our most re	ything from yo cent plumbing	ur initial repair?	call to t	he com	pletion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u></u> 3	<u></u> 4	<u></u> 5	□6	_7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice m	eet your	expect	ations?					
-	Fell Far Below Your Expectations	_1 _2	3	<u>4</u>	<u></u> 5	□6	7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How we	ell did W	/NY Plui	mbing o	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u> </u>	<u></u> 3	<u>4</u>	<u></u> 5	□6	<u> </u>	8	<u> </u>	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	o use WN	Y Pluml	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	X 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recomn	nend WI	NY Plum	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	3	<u></u> 4	<u></u> 5	□6	<u></u> 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	esentative	on the	followi	ng:				Excellent	
	Overall	$\Box_1 \Box_2$			\Box_{5}	Пе	\square_7	По	П9	110	
	Courteous				□ ₋					rivî	
			<u></u> 3	<u></u> 4	<u></u> □5	∐6 —		<u> </u> 8	<u></u> 9	<u>/</u> 10	
	Knowledgeable	<u></u> 1 <u></u> 2	∐3	<u></u> 4	∐5	∐6	<u> </u>	8	9	10	(OVER)

THE STATE OF	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called AS REGUESTED									
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 \(\sum \text{No}\)									
	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 Did Not Explain									
14a.	Did we complete the repair on our first trip to your home? (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.	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 Excellent									
	Trustworthiness									
341	Comments: MIKE 15 PROPESSIONAL AND EXTAENLY ISNOWLEDGEDEE. HE ANSWERED AND QUESTIONS AND THE ANSWERS WERE UNDERSTAND ABJE. If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									







4425 Walden Avenue Lancaster, NY 14086

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 | Bil

	Google	7 1	=	lsed us	Before	, 📙	Logo	aru on Truc	k			
	Other		/ `									
			1			OVE	RALL	Livin.				
2.	Considering eve with our most re	rything tecent plu	from yo umbing	ur initial repair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	X 10	Extremely Satisfied
3.	To what extent (Fell Far Below Your Expectations	did this r	epair se	ervice m	eet you	r expect	ations?	7	8	<u></u> 9	1 10	Far Exceeded Your Expectations
4.	lmagine an idea Very Far From Your Ideal	I repair :	service.	How w		VNY Plu	mbing o	compare	with yo	our idea 9	l? ✓ 10	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u></u> 9	□ 10	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend		<u></u> 2	3	<u></u> 4	<u></u> 5	□6	□ 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the	telephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	□3	4	5	<u></u> 6	7	8	9	10	
	Courteous	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	■8	9	10	
	Knowledgeable	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	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 Three days after I called Longer than 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									
	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?									
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.	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									
	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 Please check this box if you will also use an online rating service, Thank you!									
-	Comments: You goy & Always do a fantastic job. Dan always takes good Care of us and taylor Ald agreet job on the repairs. 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 Newspapel Google Other	r 🔲	d about \ Friend Used us			Billboa			Y)		
					OVE	RALL			The last		
2.	Considering ever with our most red			call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	\(\sime\) 10	Extremely Satisfied
3.	To what extent di	id this repair	service m	neet you	r expect	ations?					
	Fell Far Below Your Expectations	1 2	3	4	<u></u> 5	<u>6</u>	□ 7	8	9	× 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How w	ell did V	VNY Plu	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	☐1 ☐2	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	9	× 10	Matches Your Ideal
5.	How likely or unli	ikely are you	to use WI	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	12	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	7 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you	to recom	mend W	NY Plum	nbing Se	ervices :	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	3	4	5	<u></u> 6	□ 7	8	9	X 10	Definitely Will Recommend
7.	Please rate the te	elephone repr Very Poor	<u>esentativ</u>	<u>e</u> on the	followi	ng:				Excellent	
	Overall	\prod_{1}	\square_3	\square_4	\square_5	\Box_6	□ ₇	□8	П 9	¥ 10	
	Courteous		\square_3						<u></u> 9	1 0	
	Knowledgeable	12	□3	4	□ 5	□6		□8	9	1 0	(OVER)
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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellen	t							
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							
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								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 110 Explain	1 1							
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								
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15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extrement 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:								
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1.	Where have you Newspape Google Other		FI FI	riend	WNY Plu Before		Billbo			Y)		
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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 yo
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet you	r expect	tations?)				
	Fell Far Below Your Expectations		2	3	4	5	□6	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plu	mbing (compare	e with yo	our idea	! ?	
	Very Far From Your Ideal		2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	VY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u> </u>	3	<u></u> 4	5	□ 6	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone Very Poo		sentativ	e on the	followi	ng:				Excellent	
	Overall	10.7.	2	П з	\Box_4	\square_5	П ₆	□ ₇	□8	П9	10	
	Courteous	1	2	<u></u> 3	4	5	□6		□8		10	
	Knowledgeable	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	(OVER)

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	QUESTIONS ABOUT SCHEDULING \	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called	r 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 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	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
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15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	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:	
-		
	If you would like us to call you, please fill in your telephone number: ()	ded.





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1.	Where have you Newspape Google Other		F	about \ riend Ised us			Billbo			Y)		
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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 yo
	Extremely Dissatisfied	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	tations?	•				
	Fell Far Below Your Expectations	_1	_2	<u></u> 3	4	<u></u> 5	□6	7	8	Ø 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing	compare	e with yo	our idea	1!?	
	Very Far From Your Ideal	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□6	<u> </u>	8	2 9	10	Matches Your Ideal
5.	How likely or unl	ikely ar	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	<u></u> 4	<u></u> 5	□6	□ 7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	3	4	5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall		2	3	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	<u></u> 9	≥ 10	
	Courteous	1	_2	3	<u></u> 4	5	<u></u> 6	7	8	9	[文] 10	
	Knowledgeable	<u> </u>	2	□3	4	<u></u> 5	□6	7	8	<u> </u>	1 0	(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 9 410 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 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 <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)							
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. 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							
	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:							
-								
	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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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		nk you for giving WNY Plumbing the opportunity to service the plumbing in yog quality service. In order to help us improve our quality of service to you, please survey.	
1.	Where have you Newspape Google Other	u seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) er	
		OVERALL	
2.		rything from your initial call to the completion of the repair, how satisfied or dissa ecent plumbing repair?	atisfied were you
	Extremely Dissatisfied	□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10	Extremely Satisfied
3.	To what extent d	did this repair service meet your expectations?	
	Fell Far Below Your Expectations	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \bowtie 10	Far Exceeded Your Expectations
4.	•	I 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 unl	likely 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 unl	likely 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 t	telephone representative on the following: Very Poor Excellent	
	Overall	\square_1 \square_2 \square_3 \square_4 \square_5 \square_6 \square_7 \square_8 \square_9 $\bowtie 10$	
	Courteous	□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									
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 □ 1 □ 0									
	Knowledgeable									
	Explanation of Repair									
14a.	Explain C									
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? I ordered the 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 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:									
	We have recommended your company to 2 family members Repairmen were polite and informative									
	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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	cated to providing ver this important		ce. In ord	ler to he	elp us in	nprove	our qual	ity of se	ervice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other	er 🔲	Friend Used us			Billboa			Y)		
		U			OVE	RALL					
2.	Considering ever with our most re	ything from y cent plumbing	our initial g repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were yo
	Extremely Dissatisfied	□1 □2	2	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair		neet you	r expect	tations?	<u></u>	<u></u> 8	<u> </u>	ሺ10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service		vell did V	WNY Plu	mbing o	compare	with yo	our idea	!? 10	Matches Your Ideal
5.	How likely or unl	ikely are 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>	2	<u></u> 4	<u></u> 5	□ 6	<u> </u>	<u> </u>	<u></u> 9	X 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recom	mend W	NY Plun	nbing S	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	2	<u> </u>	<u></u> 5	□6	□ 7	8	<u></u> 9	<u>×</u> 10	Definitely Will Recommend
7.	Please rate the to	elephone repr Very Poor	<u>esentativ</u>	e on the	e followi	ng:				Excellent	
	Overall	□1 □2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<u>\text{\text{10}}</u>	
	Courteous	☐1 ☐2	<u></u> 3	<u></u> 4	5	□6	□ 7	□8	<u> </u>	<u>×</u> 10	
	Knowledgeable	□1 □2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<u>Y</u> 10	(OVER)

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

	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 Excell	ent					
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						
- N. A.	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 Explanation of Repair	1 1					
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 70 Satis	emely fied					
	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 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 number: ()						









4425 Walden Avenue Lancaster, NY 14086

dedic	vould like to than cated to providing ver this important	quality service.	WNY Plumbir In order to he	ng the oppo Ip us impro	rtunity to s ve our qual	ervice th ity of sei	ne plum rvice to	nbing in you you, please	ur home. We are a take a minute to
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 FORBES NEW Burks								
				OVERA		15 7			
2.	Considering ever with our most red			the completi	on of the re	epair, hov	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	12	3 4	<u></u>	6 🔲 7	8	9	<u>N</u> 10	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet you	r expectatio	าร?		_		
	Fell Far Below Your Expectations	12	☐ 3 ☐ 4	<u></u> 5	6 🗌 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbii	ng compare	e with yo	ur ideal	?	
	Very Far From Your Ideal	12	3 4	<u></u> 5	6 🔲 7	8	9	<u> 10</u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	ct time you	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	_1 _2	☐3 ☐4	<u></u>	6 🔲 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbin	g Services	to a frier	nd?		
	Definitely Will Not Recommend	_1 _2	<u></u>	<u></u> 5	6 🔲 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone repres	entative on the	following:					
		Very Poor			_	_		Excellent	
	Overall	☐ 1 ☐ 2	☐ 3 ☐ 4	5	6	8	9	<u>×</u> 10	
	Courteous	<u> </u>	□ 3 □ 4	<u></u>	6 🔲 7	8	9	10	
	Knowledgeable	1 2	□3 □4	<u></u>	6 7	8	9	1 0	(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	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 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	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness	
	Comments:	
-		
l l	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 provide	led.







Melh

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dedic		quality servi								ur home. We are at take a minute to
1.	Where have you Newspape Google Other		rd about WN Friend Used us B		Billbo			Y)		
				01	/ERALL			No.		
2.	Considering ever with our most red	ything from y cent plumbin	our initial ca g repair?	all to the o	completion	of the re	epair, ho	w satis	fied or dissa /	atisfied were you
	Extremely Dissatisfied	_12	2	4	5 🗌 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair	service mee	t your exp	ectations?)			/	
	Fell Far Below Your Expectations		2	4	5 🗌 6	□ 7	8	9	10	Far Exceeded Your Expectations
4.	lmagine an ideal	repair service	e. How well	did WNY	Plumbing of	compare	with yo	our idea	l? _/	
	Very Far From Your Ideal		2	4	5 🗌 6	<u> </u>	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WNY	Plumbing	the next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	4	5 🗌6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomme	end WNY F	Plumbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1	2	4]5	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone rep Very Poor	resentative o	on the foll	owing:				Excellent	
	Overall	□1 □2	2 🔲 з 🛭] 4 [5 🗌 6	7	8	9	1 0	
	Courteous	☐1 ☐2	2 🔲 3 📙]4 [5 🗌 6	7	8	<u> </u>	1 0	
	Knowledgeable	☐ 1 ☐ 2	2 🔲 3 📗] 4 	5 🗆 6	7	8	<u></u> 9	1 0	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	t					
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. 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	CT CASE					
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 9 710 Explain						
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	, 1,						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied	•					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!						
-	Comments: I would not use anyone else!	· · · · · · · · · · · · · · · · · · ·					
	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.						







Philo

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	cated to providing ver this important			. In ord	ler to he	elp us im	iprove (our qual	ity of se	ervice to	you, pleas	e take a minute to
1.	Where have you Newspape Google Other			riend	WNY Plu Before		Billboa			Y)		
			THE SELECT			OVE	RALL		Majata C			
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	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	9	V 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	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing Se	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephon	<u>e repres</u>	<u>sentativ</u>	e on the	followi	ng:					
	×	Very Po	oor								Excellent	
	Overali		2	3	□ 4	<u></u> 5	<u>6</u>	□ 7	8	9	10	
	Courteous		2	<u></u> 3	<u>4</u>	<u></u> 5	□6	7	8	9	10	
	Knowledgeable	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	(OVER)

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

	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 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						
18	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.	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:						
-							
	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.						



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dedic	vould like to than cated to providing ver this important	quality s	r giving ervice.	WNY I	Plumbin er to he	g the o lp us im	pportun prove o	ity to so ur quali	ervice to ty of se	ne plum rvice to	nbing in you you, please	ur home. We are a take a minute to
1.	Where have you Newspaper Google Other		Fri	end	VNY Plu Before		Billboa			()		
						OVEF	RALL			in the same		
2.	Considering ever with our most red	ything fro cent plun	om you nbing re	r initial epair?	call to t	he com	pletion	of the re	pair, ho	w satisf	fied or dissa	atisfied were you
	Extremely Dissatisfied		2	3	<u>4</u>	□ 5	□6	7	8	9	≥10	Extremely Satisfied
3.	To what extent di	id this re	pair ser 2	vice m	eet youi ∏⊿	r expect	ations?	□ ₇	□8	П 9	⋈ 10	Far Exceeded
	Your Expectations		<u> </u>		<u> </u>			<i>'</i>			2110	Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did V	VNY Plui 5	mbing o	compare	with yo	our idea 9	l? ☑10	Matches Your Ideal
5.	How likely or unl	ikely are	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	□6	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	<u>4</u>	<u></u> 5	□6	□ 7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the t	elephone Very Poo		<u>entativ</u>	e on the	followi	ng:				Excellent	
	Overall	□1	2	<u></u> 3	4	<u></u> 5	□ 6	7	□8	<u></u> 9	⊠10	
	Courteous		\square_2	3	<u></u> 4	<u></u>	<u></u> 6	7		<u></u> □9	10	
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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	er 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 3 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.	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	· ·									
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied									
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17.	Please rate Western New York Plumbing on the following: Very Poor 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!										
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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 provid	led.									



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Knowledgeable

dedic		quality service	_					our home. We are se take a minute to
1.	Where have you Newspape Google Other	er KF	about WNY Pluriend sed us Before	Billbo		,	g.	
				OVERALL				
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to t repair?	the completion	of the re	pair, how sati	sfied or diss	atisfied were you
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3.	To what extent d	lid this repair se	ervice meet you	r expectations'	?			
	Fell Far Below Your Expectations	_1 _2	<u>3</u> 4	□5 □6	7	8 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with your ide	al?	
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5.	How likely or unl	likely are you to	use WNY Plum	bing the next t	ime you	need plumbin	g service?	
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6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	Services t	to a friend?		
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	QUESTIONS ABOUT SCHEDULING									
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
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	Comments: KICKY WEAVEY WAS WINDERFUL WE VAD A FEW different ISSUES Mappening at same time and took care of all of them easily professionally. If you would like us to call you, please fill in your telephone number: () Highly recommend him 1 THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									





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dedic		quality s										ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Google Used us Before Logo on Truck Other											
			100			OVEF	RALL					
2.	Considering ever with our most re-				call to t	he com _l	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	□ 7	8	9	1 10	Extremely Satisfied
3.	To what extent d	id this re	pair sei	vice me	eet your	expect	ations?					
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5.	How likely or unl	ikely are	you to	use WN	Y Plumi	bing the	next ti	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u> </u>	_3	4	<u></u> 5	<u></u> 6	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend W	NY Plum	nbing Se	ervices [•]	to a frie	nd?		
	Definitely Will Not Recommend	1-	_2	3	<u> </u>	<u></u> 5	<u></u> 6	<u> </u>	8	<u></u> 9	₾10	Definitely Will Recommend
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	Courteous			3	4	<u></u> 5	<u>6</u>		8	<u></u> 9	<u>10</u>	

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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									
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13.	Please rate the <u>service technician</u> on the following:									
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14a.	a. Did we complete the repair on our first trip to your home? X 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									
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Very Poor Trustworthiness									
-	Comments: IAYLOR DID AN EXCELLENT JOB, VERY KNOWLE OGABLE & COMPETENT IF WE CALL FOR SERVICE A GAIN, PLEASE SEND TAXLOR.									
	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.									



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	cated to providing ver this important		service	e. In ord	ler to he	elp us in	iprove (our qual	lity of se	ervice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billboa			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?											
	Extremely Dissatisfied	_1	_2	3	<u></u> 4	<u></u> 5	□ 6	<u></u> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
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	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
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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 <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 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.	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
-	Comments: Taylor very for endly + knowle degable
	If you would like us to call you, please fill in your telephone number: (

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Knowledgeable

	cated to providing ver this important		. In order to he	lp us improve	our quali	ty of se	rvice to	you, pleas	e take a minute to	
1.	Where have you Newspape Google Other	er Kr		☐ Billbo			()			
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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?									
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3.	To what extent d	id this repair se	rvice meet you	r expectations	?					
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7.	Please rate the t	elephone repres	sentative on the	following:						
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	QUESTIONS ABOUT WNY PLUMBING CO.										
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	Trustworthiness										
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	f you would like us to call you, please fill in your telephone number: ()	ed.									

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1.	Where have you Newspape Google Other	er 🄀 F	l about WNY Pla riend Ised us Before		? ("X" ALL Billboard Logo on T		LY)		
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17.	Please rate Western New York Plumbing on the following:									
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments: EXCELLENT WORK									
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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.									





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1.	Where have you Newspape Google Other	r 💹 F	about WNY Pluriend Ised us Before	Bil	X" ALL TH board go on Truc		Y)		
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2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to t repair?	the complet	ion of the r	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 repair se	ervice meet you	r expectatio	ns?				
	Fell Far Below Your Expectations	<u> </u>	3	<u></u>	6 🔲 7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbi	ng compare	e with yo	our idea	l?	
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5.	How likely or unl	ikely are you to	use WNY Plum	bing the ne	xt time you	need pl	umbing	service?	
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6.	How likely or unl	ikely are you to	recommend W	NY Plumbin	g Services	to a friei	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> <u>4</u>	<u></u> 5 <u></u>] 6 □ 7	8	<u></u> 9	1 0	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on the	following:					
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	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excelle	ent					
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 Called Called Longer than three days after I called 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: Very Poor Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	1 1					
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:	G.					
	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!						
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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.						



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4425 Walden Avenue Lancaster, NY 14086

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1.	Where have you Newspape Google Other	r 🔲 F	I about WNY P riend Jsed us Befor	re 🔲	Billboa Logo d			Y)		,
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12.	Were you contacted by phone to confirm the appointment? Yes \(\sum_{\text{No}}\) No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
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	Knowledgeable								
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied							
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
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	Please check this box if you will also use an online rating service, Thank you!								
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dedi		quality service						our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Plu riend Ised us Before	Billbo		,		
				OVERALL				
2.	Considering ever with our most re			the completion	of the rep	air, how sa	tisfied or diss	atisfied were you
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4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare v	with your id	eal?	
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6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices to	a friend?		
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?							
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
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	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	led.						



Very Poor

Overall

Courteous

Knowledgeable

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Excellent

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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 Friend Billboard 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 Extremely 5 Dissatisfied **Satisfied** To what extent did this repair service meet your expectations? 3. **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 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7.

	QUESTIONS ABOUT SCHEDULING	SELBERGLIVED							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	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								
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) No (CONTINUE)								
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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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1.	Where have you Newspape Google Other	r 💹 Fr			("X" ALL THA Billboard Logo on Truc				
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6.	How likely or unl	ikely are you to	recommend W	'NY Pluml	bing Services	to a friend	d?		
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
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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.								









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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							
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	Knowledgeable							
	Explanation of Repair 1 2 2 14 15 16 17 19 10 Did Not							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
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It	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.							





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Mark

4425 Walden Avenue Lancaster, NY 14086

	cated to providing ver this important		e. In order to h	elp us in	nprove (our qual	ity of se	rvice to	you, pleas	e take a minute to
1.	Where have you Newspape Google Other	rF	l about WNY P riend Ised us Befor		Billboa			Y)		
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3.	To what extent d	id this repair se	ervice meet yo	ur expec	tations?					
	Fell Far Below Your Expectations	12	<u>3</u> 4	<u></u> 5	□6	7	8	<u>9</u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plu	mbing o	compare	e with yo	our idea	l?	
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5.	How likely or unl	ikely are you to	use WNY Plur	nbing the	e next ti	me you	need pl	umbing	service?	
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	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 □ 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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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	Extremely
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent	
	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:	
-		
	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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dedic		quality service					your home. We are ease take a minute to
1.	Where have you Newspape Google Other	r 💆 F	l about WNY Pli riend Ised us Before	Billboa		PLY)	
				OVERALL			
2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the completion	of the repair, I	now satisfied or o	lissatisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	□7 □8	3 □9 ፱10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectations?			
	Fell Far Below Your Expectations	☐1 ☐2	<u>3</u> <u>4</u>	□5 □6	7 28	3 □9 및10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing o	compare with	your ideal?	
	Very Far From Your Ideal	☐ 1 ☐ 2	<u>3</u> <u>4</u>	□5 □6	7	3 🗆 9 📈 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	me you need	plumbing service	?
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	□5 □6	7 28	3 🗆 9 📈 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing So	ervices to a fri	iend?	
	Definitely Will Not Recommend	□1 □2	□3 □4	□5 □6	7 [8	3 □9 ☑10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on the	e following:			
		Very Poor				Excelle	nt
	Overall	<u>1</u> 2	<u>3</u> 4	□ 5 □ 6	<u></u>	\square 9 \bowtie 10	
	Courteous	1 2	□3 □4	□5 □6	7 8	9 📈 10	
	Knowledgeable	_1 _2	☐3 ☐4	□5 □6	□7 □8	9 🛛 10	(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called My Chaice	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 \(\sum \) No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	BULLET
	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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?	
10.	Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent	
	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!	
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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 provide	 ded.



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1.	Where have you Newspaper Google Other		Fr	riend	VNY Plu Before		Billboa			Y)		
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2.	Considering every with our most red				call to 1	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	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent di	d this re	epair se	rvice m	eet 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	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	<u></u> 3	4	<u></u> 5	<u>6</u>	<u> </u>	8	<u> </u>	<u>X</u> 10	Matches Your Ideal
5.	How likely or unli	kely ard	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	3	4	<u></u> 5	□6	<u> </u>	<u> </u>	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unli	kely are	e you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	□ 8	<u> </u>	10	Definitely Will Recommend
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	Overall			Пз	\square_{A}	\Box_5	П6	\square_7	8	Па	经 10	
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	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. 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	Did No.
	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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?	
16.	Extremely	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	Succession
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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	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	ed.

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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** 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 3 4 5 Extremely **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** 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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor** Excellent Overall Courteous

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very
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 \(\sum \text{No}\)
	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 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.	
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	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.



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		Fr	riend	NNY Plu Before		Billboa			Y)		
						OVE	RALL					Miller Control
2.	Considering ever with our most re-	ything fro	om you nbing r	ır initial epair?	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> 3	<u>4</u>	<u></u> 5	× 6	□ 7	8	9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	1	_2	3	\times 4	<u></u> 5	<u></u> 6	□ 7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plui	nbing o	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	3	\times 4	<u></u> 5	□6	<u> </u>	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plumi	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	_1	<u>2</u>	<u></u> 3	<u></u> 4	√ 5	<u></u> 6	7	<u></u> 8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	ibing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	_1	2	<u></u> 3	<u></u> 4	X 5	<u></u> 6	7	<u>8</u>	<u></u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone Very Pod		entativ	e on the	followin	ng:				Excellent	
	Overall	□1 [2	\square_3	\prod_4	\square_5	П ₆	\times 7	□8	9	□ ₁₀	
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	Knowledgeable		∠ 		□ 4	<u></u>		<u></u> '				
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	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. 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
14a.	
14b.	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable
15a.	Other
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:
	Trustworthiness
-	Comments: I was shocked to be charged were 200 peter a warrentied Hir duct on our book hot water heater work entailed porting le screws in A 5 min. 10b.
	If you would like us to call you, please fill in your telephone number: (<u>716) & & 2 - 4173</u> THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality s										ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Frie	end	VNY Plu Before		Billboa			Y)		
						OVER	RALL				EJEPANS	
2.	Considering ever with our most re				call to t	he comp	oletion (of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1 [2 [3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this rep	pair serv	rice me	eet your	expecta	ations?					
	Fell Far Below Your Expectations	□1 [2	3	<u>4</u>	<u></u> 5	<u>6</u>	□ 7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. F	low we	ell did V	/NY Plur	nbing c	ompare	with yo	our idea	 ?	
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5.	How likely or unl	ikely are	you to u	se WN	Y Plum	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 [2 [3	<u></u> 4	5	<u></u> 6	□ 7	8	9	∑ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to re	ecomn	nend W	NY Plum	bing Se	ervices t	o a friei	nd?		
	Definitely Will Not Recommend	<u> </u>	2 [3	4	<u></u> 5	□6	7	8	9	X 10	Definitely Will Recommend
7.	Please rate the t	elephone	represe	ntative	e on the	followir	na:					
	_	Very Poo									Excellent	
	Overall		<u> </u>	3	<u></u> 4	<u></u> 5	<u> </u>	7	■8	9	X 10	
	Courteous	<u> </u>	_2 [3	<u></u> 4	5	<u></u> 6	7	■8	9	X 10	

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	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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 Did Not 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	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 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!	
1 8	Comments: Litremely Satisfied with Ricky. The estimate was reasonable. Let worked 9 hours straight (you owe him), left everything if you would like us to call you, please till in your telephone number: If poetly thing he did He THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. Jave the kind of service you hope for but seldom get.	-



dedic		quality service.					he plumbing in yo rvice to you, pleas	
1.	Where have you Newspaper Google Other	rFr	about WNY Plu iend sed us Before		("X" ALL T Billboard .ogo on Tr		Y)	
				OVER	ALL			
2.	Considering ever with our most red	ything from you cent plumbing r	r initial call to epair? √≅⇔	the compl	etion of the	e repair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	<u></u> 5	□6 □	7 🗌 8	9 10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair se	rvice meet you	r expecta	tions? 6	7 🗌 8	☐9 ☐ 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plum	bing comp	are with yo	our ideal?	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plum	bing the r	next time y	ou need pl	umbing service?	
	Definitely Will Not Use Next Time	<u> </u>	<u></u>	<u></u> 5	□6 □	7 🗌 8	9 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumb	ing Servic	es to a frie	nd?	
	Definitely Will Not Recommend	□1 □2	3 4	<u></u> 5	□6 □	7 🗌 8	9 10	Definitely Will Recommend
7.	Please rate the te	elephone repres Very Poor	sentative on the	e following	g:		Excellent	
	Overall	□1 □2	□ 3 □ 4	<u></u> 5 [□ 6 □	7 🗌 8	9 🔼 10	
	Courteous	□1 □2	☐3 ☐4	□ 5 [□ 6 □	7 🗌 8	□ 9 □ 10	(
	Knowledgeable	_1 _2	☐3 ☐4	<u></u> 5 [6	7 🗌 8	□9 □10 N	(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	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	
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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	Did Not
	Explanation of Repair	Explain
14a.	New Work Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	My LESIAN CONCEPT
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	
≯ 5b. 16.	, , , , , , , , , , , , , , , , , , , ,	
10.	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.	Janoneu
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!	NoTINUSEYET
	Comments:	
1		WORK !!
	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.