



4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen o	r heard	about \	NNY Plu	ımbing?	("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	F	riend			Billboa	ard				
	Google		U	sed us	Before		Logo	on Truc	k			
L	Other You	ur ti	out v	vere	nangi	ngin	tho	Onse	ment	-		
			13		7	OVE						
2.	Considering ever with our most re	ything f cent plu	from you Imbing I	ur initial repair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	<b>□</b> 8	<u></u> 9	☑10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	∑]10  ?	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u>6</u>	<b>7</b>	8	<u></u> 9	<b>D</b> o	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>D</b> io	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followin	ng:				Excellent	
	Overall	<b>1</b>	2	□3	<b>4</b>	5	<b>6</b>	7	8	9	<b>10</b>	
	Courteous	<b>□</b> 1	2	Пз	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	Ш8	<u></u> 9	<b>2</b> 10	
	Knowledgeable		2	3	4	<u></u> 5	<u>6</u>	7	<u>8</u>	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes \(\sigma\) No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <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? (SKIP TO Q.16) No (CONTINUE)
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments:  Excellent: We will use you for all our future  Projects & will recommend you.  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.

(OVER)





## www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	would like to than cated to providing ver this important	quality service	ing WNY Plumi e. In order to	oing the o help us in	opportuni oprove o	ity to s ur qual	ervice t ity of se	the plur ervice to	nbing in yo you, pleas	our home. We are se take a minute to
1.	Where have you  Newspape Google Other	er 🔲	d about WNY F Friend Used us Befo HoME	ore	? ("X" Al Billboa Logo o	rd		Y)		
				OVE	RALL					
2.	Considering ever with our most re			o the com	pletion o	f the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u>	1 5	<b>□</b> 6	7	8	<u> </u>	<b>\(\sime\)</b> 10	Extremely Satisfied
3.	To what extent d	id this repair s	service meet yo	our expect	tations?					
	Fell Far Below Your Expectations	<b>1 2</b>	34	1 5	<b>□</b> 6	7	8	<u> </u>	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How well did	l WNY Plu	mbing co	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	☐1 ☐2	3 4	1 5	□6	<b>□</b> 7	8	<u> </u>	<b>1</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are you	o use WNY Plu	mbing the	e next tin	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u> 3 <u></u> 4	1 5	<u></u> 6	7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	o recommend	WNY Plun	nbing Se	rvices 1	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	1  5	<u></u> 6	<u> </u>	<u>8</u>	<u></u> 9	<b>10</b>	Definitely Will Recommend
7.	Please rate the to	elephone repr	<u>esentative</u> on t	he followi	ng:				Excellent	
	Overall	□1 □2	□3 □4	5	<b>□</b> 6	7	8	9	⊠10	
	Courteous	$\square_1$ $\square_2$	Пз П4	5	<b>6</b>	7	<b>8</b>	П9	×10	

☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☑10

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:  Very Poor Excellent							
	Professionalism							
	Knowledgeable $\Box 1 \Box 2 \Box 3 \Box 4 \Box 5 \Box 6 \Box 7 \Box 8 \Box 9 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1 2 3 4 5 6 7 8 9 210  Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	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:							
S = S=								
	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.							



# RECEIVEI MAR 0 2 2023



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1.	Where have you  Newspape Google Other		<b></b> F	riend Ised us			Billbo			<b>Y</b> )		
	Electronic or t					OVE	RALL			ve i		
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	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>X</b> 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?	٠				
	Fell Far Below Your Expectations	<b>□</b> 1	<u> </u>	3	<u></u> 4	5	<b>□</b> 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	<b>□</b> 1	2	3	<u>4</u>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unli	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	□8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recom	nend W	NY Plum	nbing So	ervices <sup>·</sup>	to a frie	nd?		
	Definitely Will Not Recommend	<b>□</b> 1	<u> </u>	3	<b>4</b>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall			Пз	$\square_{4}$	$\Box_5$	□ <sub>6</sub>	7	Па	<b>□</b> 9	X 10	
	Courteous		2	3	4	5	<u></u> 6		8	<u></u> 9	10	
	Knowledgeable	<b>□</b> 1	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>X</b> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment?							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Professionalism  Very Poor  Excellent  Professionalism  1							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other  Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	, , , , , , , , , , , , , , , , , , ,							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  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							
F	Please check this box if you will also use an online rating service, Thank you!							
-	Comments:  I believe W.M.Y. Plumbing is very trustworthy (I Also tried Musso  Plumbing 3 years ago and they are not!) The price of my recent work was  exactly the same as about 1 year ago I have at work, no materials used, toot  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							







#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 15 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 4 5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor** Excellent Overall Courteous

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called Two days after I called Three days after I called  Longer than three days after I called	l called						
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment?  Yes   No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Very Poor Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain						
14a.	4a. Did we complete the repair on our first trip to your home?							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness  \$\text{1} & 2 & 3 & 4 & 5 & 6 & 7 & 8 & 9 & 10\$  Standing Behind Their Work  \$\text{1} & 2 & 3 & 4 & 5 & 6 & 7 & 8 & 9 & 10\$  Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
92								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provides	ded.						



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1.	Where have you	seen or	heard	about \	NNY Plu	ımbing?	("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	☐ Fr	riend			Billbo	ard				
	Google		Ŭ U:	sed us	Before		Logo	on Truc	k			
	Other											
						OVE	RALL		#			ALEX PLE
2.	Considering ever with our most red	ything fr cent plui	rom you mbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<b>□</b> 1	2	Пз	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent di	id this re	epair se	rvice m	eet your	r expect	ations?					
	Fell Far Below Your Expectations	<b>□</b> 1	2	Пз	<u>4</u>	<u></u> 5	<b>□</b> 6	<u> </u>	8	9	<b>10</b>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<b>1</b>	2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u></u> 9	<b>×</b> 10	Matches Your Ideal
5.	How likely or unli	ikely are	you to	use WN	IY Pluml	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	2	Пз	<u>4</u>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	<b>8</b>	□9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomr	nend Wl	NY Plum	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>2</u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u> </u>	9	<b>□</b> 10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall		$\square_2$	Пз	<b>□</b> 4	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<b>×</b> 9	□10	
	Courteous	<u> </u>	2	3	4	5	6	7	 8	<b>S</b> 9	10	
	Knowledgeable	1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>7</b>	8	<u> </u>	<b>□</b> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	ent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called Two days after I called The day after I called  Three days after I called	ed
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No No No SWEE	
	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 Expl	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable  Other	*
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15b.	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	emely
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent	
	Trustworthiness  In their Work  Trustworthiness  In their Work  In	
h	omments: I veral, very satisfied with the work. The only complaint I have is the id to call repeatedly over a 2 month period to check on an ordered	et I part,
1	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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dedi	would like to than cated to providing ver this important	quality servic	ng WNY Plumbi e. In order to he	ng the opportu elp us improve	nity to serv our quality	vice the plum of service to	bing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 💹 F	d about WNY Pl Friend Jsed us Befor	Billbo		APPLY)		
		1979 maz.		OVERALL				A PROPERTY OF A PARTY.
2.	Considering ever with our most re	ything from yo cent plumbing	our initial call to repair?	the completion	of the repa	air, how satisf	ed or dissa	atisfied were you
	Extremely Dissatisfied	<b>□1 □</b> 2	<u>3</u> <u>4</u>	<u></u>	7	8 🗌 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair s	ervice meet you	ir expectations		<b>□</b> 8 <b>□</b> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service	. How well did \	WNY Plumbing		ith your ideal	? 10	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are you t	o use WNY Plum	nbing the next t	ime you ned	ed plumbing s	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend W	/NY Plumbing S	Services to a	a friend?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u>5</u> 6	<b>□</b> 7 [	8 🔲 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	esentative on the	e following:			Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □6		∃8 <b>⊡</b> 9⊘	10	
	Courteous	<u> </u>	<u>3</u> 4	□5 □6		<b>□</b> 8 <b>□</b> 9 (	10	
	Knowledgeable	<u> </u>	□3 □4	□5 □6	□7 □	<b>]</b> 8 <b>□</b> 9(	<b>1</b> 0	(OVER)

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

(OVER)



## www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedi	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in icated to providing quality service. In order to help us improve our quality of service to you, pleaser this important survey.	your home. We are ase take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper Friend Billboard  Google Subset Used us Before Logo on Truck  Other	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or diswith our most recent plumbing repair?	satisfied were you
	Extremely Dissatisfied	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?  Fell Far Below Your Expectations  1 2 3 4 5 6 7 8 9 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?  Very Far From Your Ideal  1	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10	Definitely Will Use Next Time
<b>3</b> .	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following:  Very Poor  Excellent	
	Very Poor         Excellent           Overall         1         2         3         4         5         6         7         8         9         10	

**3** □4 □5 □6 □7 □8 □9 ⊠10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. 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:
1911	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ≥10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home?
170.	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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order BECAUSE OF FROBLEMS
15b. 16.	How eatisfied or diseatisfied were you with the time needed to complete the repair?
10.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied  Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor  Trustworthiness
_	Commenter
	Comments:  AS ALWAYS MIKE DID A GREAT JOB DAN WAS VERY HELPFUL - HE ALWAYS  IS HELPFUL NAMEY OFFERS GREAT CUSTOMER SERVICE WAY PLUMBING IS EXCELLEN
	If you would like us to call you, please fill in your telephone number: ()







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or	r heard	about \	NNY Plu	umbing?	' ("X" <i>F</i>	ALL THA	T APPL	Y)		
	Newspape	r	F	riend			Billbo	ard				
	Google		X U	sed us	Before	e 🗌	Logo	on Truc	k			
	Other											
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	5	<u></u> 6	7	8	9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	<b>!</b> ?	
	Very Far From Your Ideal	<b>□</b> 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u> </u>	_7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use W	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u></u> 1	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	_7	8	9	<b>1</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomi	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	№10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	<u>2</u>	□ 3	4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	120	
	Courteous	1	2	3	<b>4</b>	5	<u>6</u>	7	8	9	<b>1</b> 10	
	Knowledgeable	<u> </u>	2	<u></u> 3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	.210	(OVER)

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

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely** 15 4 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 3 4 15 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend Please rate the telephone representative on the following: 7. Excellent **Very Poor Overall** Courteous

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called									
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11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time									
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:  Very Poor  Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	ĭXI v									
<b>1</b> 4b.	Hb. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other									
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 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 Standing Behind Their Work  Their Work									
(	Comments:									
<u></u>										
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.									



4425 Walden Avenue Lancaster, NY 14086

**Use Next Time** 

**Definitely Will Not** 

Recommend

6.

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Please rate the telephone representative on the following: 7. Very Poor **Excellent** Overall Courteous

How likely or unlikely are you to recommend WNY Plumbing Services to a friend?

Knowledgeable

(OVER)

**Definitely Will** 

**Use Next Time** 

**Definitely Will** 

Recommend

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

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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you  Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most red	ything 1 cent plu	from you 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	3	4	<u></u> 5	<b>□</b> 6	7	8	<u>9</u>	<b></b> 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	5	<u>6</u>	_7	8	9	<b></b> ✓ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	ompare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>×</b> 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 3	<u></u> 4	5	<u></u> 6	7	<u> </u>	<u> </u>	<b>×</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u>1</u>	2	Пз	<u></u> 4	<u></u> 5	☐ <sub>6</sub>	<b>□</b> 7	<u>8</u>	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<b>□</b> 1	$\square_2$	<b>3</b>	$\Box_4$	5	6	7	<b>□</b> 8	<b>П</b> 9	<b>⋈</b> 10	
	Courteous	1	2	3	4	5	<u>6</u>	7	8	9	10	
	Knowledgeable	1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor								
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called								
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	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:  Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
<b>1</b> 4b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
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16.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
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-									
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	OUTCTIONS ABOUT COUTDINING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?									
U.	Very Poor									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called									
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	Explanation of Repair         1         2         3         4         5         6         7         8         9         10         Explain									
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<b>1</b> 4b.										
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4425 Walden Avenue Lancaster, NY 14086

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1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper											
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2.	Considering ever with our most red	ything f cent plu	from you Imbing I	ır initial epair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	5	<b>□</b> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this r	epair se	rvice m	eet you	r expect	ations?	7	<u>8</u>	<u> </u>		Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui 5	mbing o	compare	with yo	our idea	l? ⊠10	Matches Your Ideal
5.	How likely or unli	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	4	<u></u> 5	<u>6</u>	_7	<u> </u>	<u> </u>	≥10	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<u> </u>	≥10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	following	ng:				Excellent	
	Overall	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	<b>□</b> 8	<u> </u>	<u>×</u> 10	
	Courteous	1	2	3	4	5	<u>6</u>	7	8	<u> </u>	<u>×</u> 10	
	Knowledgeable	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<b>□</b> 8	9	<u>X</u> 10	(OVER)

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

(OVER)







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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		g quality se									ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper										
					OVE	RALL					
2.	Considering eve with our most re				the com	pletion (	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 [	]2 []	B	5	<u></u> 6	_7	8	9	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent of	lid this rep	air service	meet you	r expect	ations?					
	Fell Far Below Your Expectations	<b>1</b>	]2 []	3	5	<b>□</b> 6	<b>□</b> 7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an idea	l r <mark>epair s</mark> er	vice. How	well did \	NNY Plu	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 [	2 🗆	3 4	5	<b>□</b> 6	<b>□</b> 7	8	9	10	Matches Your Ideal
5.	How likely or un	likely are y	ou to use V	VNY Plum	bing the	next tii	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1 [	2 🗆	3 🔲 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or un	likely are y	ou to recor	nmend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>		3 🗌 4	<u></u> 5	<u>6</u>	<u> </u>	□8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephone r	representat	ive on the	e followi	na:					
		Very Poor				9.				Excellent	
	Overall	<b>1</b>	<u>]</u> 2 <u> </u> 3	4	5	□6	7	8	9	⊠10	
	Courtoous						<b>□</b>			<b>1</b>	

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Door 1 2 3 4 5 6 7 8 9 10  Excellent							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called							
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         3         10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) No (CONTINUE)							
<b>1</b> 4b.	b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!  Excellent  7 8 9 10  10  Please check this box if you will also use an online rating service, Thank you!							
8	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	or givin service	g WNY . In ord	Plumbir er to he	ng the o	pportur prove d	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google  Other →h	er	FI U	about V riend sed us May	Before	,	Billboa			Y)		
				1 4 N		OVER	RALL					
2.	Considering ever with our most red	ything fo cent plu	rom you mbing r	ır initial epair?	call to t	the com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u> </u>	3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 0	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this re	epair se	rvice m	eet you	r expect	ations?	7	<u> </u>	<u></u> 9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? <b>\(\)</b> 10	Matches Your Ideal
5.	How likely or unli	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	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>7</b>	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices 1	o a friei	nd?		
	Definitely Will Not Recommend	1	2	_3	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		sentative	on the	followin	ng:				Excellent	
	Overall			□3	<u></u> 4	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<b>9</b>	□10	
	Courteous	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	10	
	Knowledgeable	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u> </u>	<b>□</b> 7	8	<u></u> 9	<u> </u>	(OVER)

we don't remember

	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	cellent
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No ?	
ji n	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent	
,	Professionalism	
	Knowledgeable	
	Fundamental of Density	oid Not Explain
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
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15b.		
16.		Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent	
	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
	Comments:  10 red +h at they took their shoes  to Come into our house!  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided	off d.







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Overall

Courteous

Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called  Three days after I called	l called						
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	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:  Very Poor  Excellent							
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10							
	Knowledgeable							
	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)							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
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15b.	If a part had to be ordered, did we keep you informed about status?							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent							
	Trustworthiness  Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
3								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provice	ded.						
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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called							
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11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes \(\subseteq\) No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Professionalism  Very Poor  Excellent  Professionalism  1							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
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15b.	If a part had to be ordered, did we keep you informed about status?							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 5 6 Satisfied  Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\begin{array}{c ccccccccccccccccccccccccccccccccccc							
	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		X Fi	riend	WNY Plu Before		Billbo			Y)		
108		A	72-11-			OVE	RALL		Mark.	THE ST		
2.	Considering ever with our most red	ything f cent plu	from you imbing i	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<b>□</b> 1	2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	d this r	epair se	rvice m	eet you	r expect	ations?	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo		l? <b>X</b> 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>2</u>	3	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomr	nend W	NY Plun	nbing So	ervices <sup>·</sup>	to a friei	nd?		
	Definitely Will Not Recommend	<b>□</b> 1	2	Пз	<u>4</u>	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u>1</u>	_2	<b>□</b> 3	<u>4</u>	5	<b>□</b> 6	7	<b>□</b> 8	<u> </u>	<b>1</b> 10	
	Courteous	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	<b>□</b> 8	9	<b>X</b> 10	
	Knowledgeable	<b>□</b> 1	2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	(OVER)

				QUES	TION	S ABO	UT SC	HEDU	LING				
8.	Overall, how would Very Poor	you rate t			<u> </u>	ir service			_	9 🗵	10	Excellent	
9.	What day was your Same day I cal The day after I	lled	cheduled	Tw	o days a	HAT APPL' after I calle after I ca	ed		Longo	er than th	nree days afte	er I called	
	Generally, on which		of the wee Tues. [	ek would Wed.			e? ] Fri.	Sat.	N	o particu	lar day		
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time												
12.	Were you contacted	d by phone	e to confir	m the ap	pointme	ent?	Yes	☐ No					
			QUI	<b>ESTIO</b>	NS A	BOUT .	THE R	EPAIR	ITSE	LF	Little Cons		Nath
13.	Please rate the serv	vice techn Very Poor		he follow	ving:						Excellent		
	Professionalism	<u></u> 1	<u>2</u>	<u></u> 3	<u>4</u>	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u></u> 9	10		
	Knowledgeable	<b>□</b> 1	<u>2</u>	<b>□</b> 3	<u>4</u>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u></u> 9	10		
	Explanation of Repair	1	<u>2</u>	□3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	10	Did Not Explain	
14a.	Did we complete th	e repair o	n our first	trip to y	our hom	e? 🗌	Yes (SK	IP TO Q.10	6)	No (COI	NTINUE)		
	1	could not iled again eeded to b	fix or det shortly at e replace	ermine t fter the fi d or the f	rst visit technicia	n determi	ned the	product is	mp re	Dareo	L back to be s	up pu	mp Jed fi
15a.		ordered, no ]1-3 days			_				_	III OII OIUE		owing	week
15b.	If a part had to be o	ordered, di	d we kee	p you inf	ormed a	bout statu	s?	Yes	No	No.	ot applicable		
16.	How satisfied or dis Extremely Dissatisfied	satisfied	were you	with the	time ned	eded to co	mplete t	he repair' <b>7</b> [	? <b>□8</b> [	<b>□</b> 9 ]	<b>X</b> 10	Extremely Satisfied	
			QUE	STIO	NS AI	BOUT V	VNY F	LUME	BING (	CO.			
17.	Please rate Western	New Yorl		g on the	followin	g:					Excellent		
	Trustworthiness Standing Behind Their Work	□1 □1	2 2	□3 □3	□4 □4	□5 □5	□6 □6	□7 □7	□8 □8	□9 □9	10		
	Please check	this box	if you wil	l also us	e an on	line rating	service	, Thank y	ou!		*		
	Comments: Mike was Fook the	vet	y pr	ams	uev-	all	Exp	laine	1	0	thing to	me opeu	and exthin
	If you would like us to Th	-	-	-			•	_/		7	nvelope prov	rided.	



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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you  Newspape Google Other			riend	WNY Pla		Billbo			.Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	_7	8	<u> </u>	40	Extremely Satisfied
3.	To what extent d	lid this r	repair se	ervi <mark>ce</mark> m	neet you	r expect	tations?	)				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	40	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did \	NNY Plu	mbing (	compare	e with yo	our idea	l?	
	Very Far From Your ideal	1	2	<u></u> 3	4	5	<u>6</u>	<b>□</b> 7	<u> </u>	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely 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	<u> </u>	_2	3	4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<b>□</b> 8	<u> </u>	910	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	_2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	
	Courteous	1	2	3	4	5	<u>6</u>	7	<b>8</b>	9	410	
	Knowledgeable	<b>□</b> 1	<u>2</u>	□3	<u></u> 4	5	<b>□</b> 6	<b>□</b> 7	8	9	410	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.)
12.	Were you contacted by phone to confirm the appointment?  Yes  No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
	Trustworthiness
	Comments:  PAT DID A GREAT JUB: ITE TOUK THE INITIATIVE  TO UNCLOGE A ONAIN I DID NOT BRING TO IAIL ATTENTIVE.  If you would like us to call you, please fill in your telephone number: () HOT VATEN THAN ISSUE RESOLVED
	f you would like us to call you, please fill in your telephone number: () FOTVATED 1500 ISSUE RESOLVED THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.







4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

WNY PLUMBING CO

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Friend Newspaper Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely** 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 7. Please rate the telephone representative on the following: Very Poor Excellent Overall

(OVER)

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	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10           Knowledgeable         1         2         3         4         5         6         7         8         9         10
	Evalenation of Pennix
14a.	
140.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
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	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.







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17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
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	Comments: //
	Mike & pantion did an excellent job AS Always. Thanks / John Frede/Kodn
	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.