

www.wnyplumbing.com

Excellent

\110

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Very Poor

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) Friend Billboard Newspaper Logo on Truck Used us Before Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 4 5 3 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches 4 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will** 110 **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7.

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







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	Extremely Dissatisfied	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	\ 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	□ 1	2	Пз	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	1 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	<u> </u>	Пз	<u></u> 4	<u></u> 5	□ 6	7	□8	<u></u> 9	1 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	<u> </u>	□ 3	4	<u></u> 5	□ 6	7	□ 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephor	ne repres	sentativ	e on the	followi	ng:					
	-	Very P					-				Excellent	
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	QUESTIONS ABOUT SCHEDULING						
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Ne	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						
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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 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
3	CANNOT SAY AT THIS TIME						
	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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	QUESTIONS ABOUT SCHEDULING						
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	QUESTIONS ABOUT THE REPAIR ITSELF						
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	Professionalism						
	Knowledgeable						
	Fundamentian 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)						
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						
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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 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:						
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 provided	d.					

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1.	Where have you Newspape Google Other		Fr	riend	NNY Plu	• <u> </u>	Billboa Logo			Y)	_	
						OVE	RALL			8		
2.	Considering ever with our most red				call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	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	4	5	□ 6	7	8	9	X10+	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	l?	
	Very Far From Your Ideal	1	2	3	<u>4</u>	5	□ 6	7	8	9	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	5	<u>6</u>	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	<u> </u>	2	<u></u> 3	<u></u> 4	5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone	e repres	entativ	e on the	followi	ng:					
		Very Po				_		_		_	Excellent	
	Overall	1	2	3	<u></u> 4	5	<u></u> 6	∐7	8	<u></u> 9	10	
	Courteous	1	2	3	4	5	6	7	8	9	1 0	

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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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12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
141	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 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness							
	Comments:							
1	Only time It was not 10 was when I was told what I needed "could not be done." But it was it							
	If you would like us to call you, please fill in your telephone number: THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provided.							





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1.	Where have you Newspape Google Other		☐ Fi	riend	WNY Plu		Billboa			Y)		
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2.	Considering ever with our most red	ything 1 cent plu	from you Imbing 1	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satist	fied or dissa	atisfied were you
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3.	To what extent di Fell Far Below Your Expectations	d this r	epair se	rvice m	eet you	expect	ations?	<u></u> 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	ompare	with yo	our idea	? ≱ 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?	
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7.	Please rate the <u>te</u>	elephon	ie repres	<u>sentativ</u>	e on the	followi	ng: 🎩	Dio	NOT	eall,	I TUST	walked in,
	Overall	Very Po	oor						П8	9	10	
				<u></u> □ 3	□4 □	□_ □_						
	Courteous		<u>2</u>	<u></u> 3	<u></u> 4	<u></u> □5	<u></u> 6	<u></u> □7	<u></u> □8	∐ 9	∐10	
	Knowledgeable	1	2	3	<u>4</u>	5	<u>6</u>	∐7	8	9	∐10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
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11.	Morning Afternoon Evening (after 5n 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							
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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							
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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 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
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	Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc							
	Comments:							
52°	Which was unexpected. Overall a great man. Thank you							
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1.	Where have you Newspape Google Other		Fr	iend	VNY Plu Before		("X" A Billboa Logo o	ard		()		
		Can This		1446	10-25	OVEF	RALL		Will's			
2.	Considering every with our most red	ything fi cent plu	rom you mbing r	r initial epair?	call to t	he com	oletion (of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Extremely Satisfied
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	Very Far From Your Ideal	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u></u> 6	□ 7	8	9	X10	Matches Your Ideal
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	Definitely Will Not Use Next Time	<u> </u>	2	Пз	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<u> </u>	Definitely Will Use Next Time
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7.	Please rate the te	elenhon	e repres	entative	e on the	followir	na:					
		Very Po		- CITCOLI V	2 31. 1.10	. 5 0	·9'				Excellent	
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	Courteous							□¬			V10	

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8	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent						
	Trustworthiness						
	Comments: have used WNY since our home was built in 2002 (Did the						
	original work) Wouldn't even consider anyone else becommended to others have sissed way are as sawfred						
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				OVERALL					
2.	Considering ever with our most re-			the completior	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice m <mark>eet yo</mark> u	r expectations	?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	□ 7	8	<u> </u>	<u> </u> 10	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u>	7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	'NY Plumbing S	Services t	o a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u> 5 <u>6</u>	7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	☐1 ☐2	☐3 ☐4	□ 5 □ 6	7	8	<u> </u>	⊠10	
	Courteous	$\square_1 \square_2$	3 4	□5 □6	7	8	□ 9	⊠10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10

62	QUESTIONS ABOUT SCHEDULING							
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12.	Were you contacted by phone to confirm the appointment? Yes No							
WI	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:							
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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.	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:							
17.	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: Pat is great!							
	Pat is great!							
	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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Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Google Used us Before Logo on Truck Other FAMIL **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 2 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will M**10 **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. **Excellent Very Poor** Overall Courteous

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent								
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13.	Please rate the <u>service technician</u> on the following:									
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	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									
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17.	Please rate Western New York Plumbing on the following:									
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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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Courteous

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the op elp us imp	portunity prove our	to service quality of s	the plur service to	nbing in yo you, pleas	ur home. We are e take a minute to
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				OVER	ALL				
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to tepair?	the comp	letion of t	he repair, h	ow satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	5	□ 6 □	7 🗌 8	× 9	<u> </u>	Extremely Satisfied
3.	To what extent d	i <mark>d this re</mark> pair se	rvice meet you	r expecta	tions?				
	Fell Far Below Your Expectations	_1 _2	<u>3</u> <u>4</u>	<u></u> 5	□ 6 □]7	⊠ 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plum	nbing com	pare with	your idea	l?	
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8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
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13.	Please rate the service technician on the following:									
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	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
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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!									
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24										
	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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Courteous

Knowledgeable

dedic	would like to thank you for giving cated to providing quality service wer this important survey.	g WNY Plumbing the o	opportunity to service to approve our quality of se	the plumbing in yourvice to you, please	ur home. We are e take a minute to
1.		riend sed us Before	? ("X" ALL THAT APPL Billboard Logo on Truck	Y)	
		OVE	RALL		
2.	Considering everything from you with our most recent plumbing	ur initial call to the com repair?	pletion of the repair, ho	w satisfied or dissa	atisfied were you
	Extremely Dissatisfied	☐ 3 ☐ 4 ☐ 5	□6 □7 □8	9 10	Extremely Satisfied
3.	To what extent did this repair se	rvice meet your expec	tations?		
	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 Plu	mbing compare with ye	our ideal?	
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5.	How likely or unlikely are you to	use WNY Plumbing the	e next time you need pl	umbing service?	
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13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent									
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dedic	vould like to than cated to providing ver this important	quality service	ng WNY Plumb e. In order to h	ing the o ielp us im	pportun prove o	ity to s ur qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
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2.	Considering ever with our most re			the com	pletion (of the re	epair, ho	w satist	fied or dissa	atisfied were you
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4.	Imagine an ideal Very Far From Your Ideal	repair service	How well did		mbing c	ompare	with yo	our idea	? 2 10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plur	mbing the	next tir	ne you	need pl	umbing	service?	
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6.	How likely or unl	ikely are you t	o recommend \	NNY Plum	nbing Se	rvices 1	to a friei	nd?		
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	QUESTIONS ABOUT SCHEDULING										
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V. X	QUESTIONS ABOUT THE REPAIR ITSELF										
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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										
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent										
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Knowledgeable

dedi	would like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbin er to he	ng the o Ip us im	pportur prove d	nity to s our quali	ervice t ity of se	he plur rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
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3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet your	r expect	ations?	7	8	⊠ 9	<u> </u>	Far Exceeded Your Expectations
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	Your Ideal	L1 ¹		3	□ 4					Пэ	10	Your Ideal
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	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 <u>service technician</u> on the following:									
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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) Friend Billboard Newspaper Logo on Truck Jsed us Before Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 5 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches 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 Please rate the <u>telephone representative</u> on the following: 7. **Excellent Very Poor**

	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 Excellen	t
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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:	
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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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 00 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 00 Please check this box if you will also use an online rating service, Thank you!	
	Comments: Excellent plum ber, very courteous + knowled	poble
	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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Courteous

Knowledgeable

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3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
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5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
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6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
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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 The day after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent									
	Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	1								
	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.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	#s								



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dedic	vould like to thar cated to providing ver this important	quality servic	ng WNY Plumbi e. In order to he	ng the op elp us im	oportunity to prove our qu	service a	the plur ervice to	mbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	seen or hearder	d about WNY Pli Friend Jsed us Befor		("X" ALL T Billboard Logo on Tr		.Y)		
18117				OVER	ALL			MINE I	
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the comp	letion of the	repair, ho	ow satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	□6 □	7 🗌 8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet you	ır expecta	ations?				
	Fell Far Below Your Expectations	<u> </u>	□3 □4	<u></u> 5	□6 □	7 🗌 8	<u> </u>	210	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did \	NNY Plun	nbing compa	are with y	our idea	ıl?	a
	Very Far From Your Ideal	□1 □2	☐3 ☐4	<u></u> 5	□6 □	7 🗌 8	9	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plum	bing the	next time yo	ou need p	umbing	service?	
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7.	Please rate the to	elephone repre	sentative on the	e followin	g:				
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	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 \(\sum \text{No}\)										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following:										
	Very Poor Professionalism 1										
	Knowledgeable 1 2 3 4 5 6 7 8 9 10	7									
A	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	_									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
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dedic	vould like to than cated to providing ver this important	quality service	ng WNY Plumb e. In order to h	ing the delayed	opportun oprove o	ity 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	er 🔲 F	l about WNY P riend Jsed us Befo		? ("X" A Billboa Logo d	ard		Υ)		
				OVE	RALL					
2.	Considering ever with our most re	ything from yo cent plumbing	ur initial call to repair?	the com	pletion (of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u> 5	□ 6	7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this repair so	ervice meet yo	ur expect	tations?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	5	<u> </u>	7	8	<u> </u>	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plu	mbing c	ompare	with yo	ur idea	 ?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	5	<u></u> 6	7	8	<u> </u>	□ 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	nbing the	e next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	□ 5	<u>6</u>	□ 7	8	9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend \	VNY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u> 5	□ 6	_7	8	9	⊠ 10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on th	ie 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 1 2 3 4 5 6 7 8 9 10	Excellent								
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12.	Were you contacted by phone to confirm the appointment? Yes No									
100	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable									
\$	Explanation of Repair	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16)									
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									
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15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!									
	Comments: Paul Willihnganz 246 Lord Byron Lane									
	Williamsville, NY 14221									
	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 Newspape Google Other		Fr	iend	VNY Plu Before		Billboa			Y)		
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3.	To what extent d	id this re	epair se	rvice m	eet you	expect	ations?					
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	Definitely Will Not Use Next Time	<u> </u>	2	Пз	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	ibing Se	ervices	to a frier	nd?		
	Definitely Will Not Recommend	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	9	⊠ 10	Definitely Will Recommend
7.	Please rate the t	elephone	e repres	entativ	e on the	followin	ng:					
		Very Po	or								Excellent	
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8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1										
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14a.	Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)										
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	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1										
100	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provided.										





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1.	Where have you Newspape Google Other		☐ Fi	riend	WNY Plu Before		Billboa			Y)		
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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	□ 6	7	8	9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plur	nbing o	ompare	with yo	our idea	l?	
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5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plum	ibing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	□ 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephor	e repres	sentativ	e on the	followir	ng:					
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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	· 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									
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12.	Were you contacted by phone to confirm the appointment?									
14	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	Did Not								
	Explanation of Repair	Explain #								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other									
15a.	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 Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
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	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 provides	ded.								



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

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called 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
	Evalenation of Panair
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
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	Comments: A New motishional experience from the phone call To the bentile appoint ment. Thenk you If you would like us to call you, please fill in your telephone number: ()
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	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	□6 □7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair s			ations?		\Box		Far Exceeded
	Your Expectations	12	<u></u> 3 <u></u> 4	<u></u> 5	<u></u> 6 <u></u> 7	<u> </u>	<u></u> 9	<u>⊿</u> 10	Your Expectations
4.	Imagine an ideal	repair service	. How well did \	WNY Plur	nbing compar	e with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	5	□ 6 □ 7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plum	nbing the	next time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □ 2	<u>3</u> 4	<u></u> 5	□ 6 □ 7	<u> </u>	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend W	/NY Plum	bing Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	5	□ 6 □ 7	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	esentative on the	e followir	ng:			Excellent	
	Overall		\square_3 \square_4	\square_5	□6 □7	Пв	П9	U10	

	QUESTIONS ABOUT SCHEDULING
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	Professionalism 1 2 3 4 5 6 7 8 9 10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
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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: Very Poor Excellent
	Trustworthiness
	Comments: THANK YOU FOR YOUR AVAILABILITY AND SERVICE PROVIDED TO FIX THE ISSUE. 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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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. Fell Far Below Far Exceeded 5 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 4 3 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** 2 3 **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7. Very Poor Excellent Overall

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 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. Vues. 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? Ves No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism Very Poor Excellent 1 2 3 4 5 6 7 8 9 10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	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
	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 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 9 10 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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Knowledgeable

dedi	would like to thank you for giving WN dicated to providing quality service. In converted important survey.	Y Plumbing the c rder to help us in	opportunity to service opportunity of the service our quality of	ce the plumbing in you f service to you, please	ur home. We are take a minute to
1.	Where have you seen or heard about Newspaper Friend Used Other	t WNY Plumbing? us Before	? ("X" ALL THAT AF Billboard Logo on Truck	PPLY)	
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2.	Considering everything from your init with our most recent plumbing repair	al call to the com?	pletion of the repair	, how satisfied or dissa	itisfied were you
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3.	To what extent did this repair service	meet your expect	tations?		
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4.	Imagine an ideal repair service. How	well did WNY Plu	mbin <mark>g co</mark> mpare witl	h your ideal?	
	Very Far From 1 2	3	☐6 ☐7 ☐	8 🔲 9 📈 10	Matches Your Ideal
5.	How likely or unlikely are you to use	VNY Plumbing the	e next time you need	d plumbing service?	
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6.	How likely or unlikely are you to reco	mmend WNY Plun	nbing Services to a	friend?	
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7.	Please rate the <u>telephone representa</u> Very Poor	ive on the followi	ng:	Excellent	
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	QUESTIONS ABOUT SCHEDULING	II)
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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	Knowledgeable	
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15a.	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 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	11/3
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness It is a standing Behind Their Work In the	
	Comments:	
3		
	If you would like us to call you, please fill in your telephone number: ()	





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Overall

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	Professionalism
	Knowledgeable
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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: 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:
3	jou expland
	If you would like us to call you, please fill in your telephone number: (

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2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ır initial epair?	call to 1	the com	pletion (of the re	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	<u>2</u>	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations		2	3	<u></u> 4	5	□6	7	8	<u> </u>	≥10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	<u></u> 4	5	<u></u> 6	7	8	9	₹10	Matches Your Ideal
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	Definitely Will Not Use Next Time	<u></u> 1	<u>2</u>	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	≥10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plum	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>	≥10	Definitely Will Recommend
7.	Please rate the to			sentativ	e on the	followi	ng:					
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	Overall	∐1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u></u> ∟6	<u></u>	<u> </u> 8	<u> </u> 9	<u></u> 10	
	Courteous	1	2	3	4	5	□6	7	□8	9	⊠ 10	
	Knowledgeable	1	2	Пз	4	<u></u> 5	<u>6</u>	□ 7	8	9	⊠10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
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12.	Were you contacted by phone to confirm the appointment? Yes No
Ī	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
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	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness 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 DON'T MAVE INTERNET,)
	Comments: I'VE USED YOUR SERVICE FOR ABOUT TWO YEARS AND AM EXTREMELY DELASED. BEST PLUMBING SERVICE I'VE EVER LAD. PRICES ARE VERY REASONABLE. I HOPE YOU ARE AROUND FOR AS LONG AS I CIVE! THANK YOU Rick Knowing
	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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8

(OVER)

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





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dedic	vould like to thar cated to providing ver this important	quality s	r giving service.	WNY P In orde	lumbin r to hel	g the o p us im	pportun prove o	ity to s ur quali	ervice to ty of se	ne plun rvice to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Frie	bout W end ed us E			("X" A Billboa Logo c	ard		()		
						OVER	RALL			Y 8 4	The second	
2.	Considering ever with our most re	ything fro	om your nbing re	initial c pair?	all to th	ne com	oletion o	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1	2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this re	pair serv	vice me	et your	expect	ations?				_	
	Fell Far Below Your Expectations	1	2	3	4	5	<u></u> 6	□7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice. H	low we	ll did W	NY Plur	nbing c	ompare	with yo	ur idea	l? /	
	Very Far From Your Ideal	<u> </u>	2	3	4	5	□6	7	8	<u> </u>	∐ 10	Matches Your Ideal
5.	How likely or unl	ikely are	you to u	ise WNY	/ Plumb	oing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	□10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to r	ecomm	end WN	NY Plum	bing Se	ervices t	o a frier	nd?	/	
	Definitely Will Not Recommend	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u>9</u>	□10	Definitely Will Recommend
7.	Please rate the t	elephone Very Pod	-	<u>entative</u>	on the	followir	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
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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
14a.	Did we complete the repair on our first trip to your home? SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other
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15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
3,7	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
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3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	<u> </u>	9	⊠ 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 you	our idea	l? \10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	'NY Plum	nbing S	ervices	to a frie	nd?	,	
	Definitely Will Not Recommend	_1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	- 0	sentativ	e on the	followi	ng:				Excellent	
	Overail	<u> </u>	2	<u></u> 3	4	5	□ 6	7	8	9	⊠ 10	
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	Knowledgeable	1	2	3	4	5	<u>6</u>	7	8	9	10	(OVER)

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	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▼10					
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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					
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent					
	Very Poor Trustworthiness					
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dedi	would like to than 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	service t lity of se	he plur rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
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2.	Considering ever with our most red	ything from you cent plumbing r	r initial call to t epair?	he completio	n of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u></u>	<u></u>	6 🗌 7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent di	d this repair se	rvice meet your	expectation	s?				
	Fell Far Below Your Expectations	□1 □2	3 4	<u></u>	6	8	9	□ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	/NY Plumbin	g compare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _2	☐ 3 ☐ 4	<u></u>	6	8	9	10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plum	bing the next	time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u> </u>	6 🔲 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend W	NY Plumbing	Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5 □	6 🔲 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone repres	entative on the	following:				Excellent	
	Overall	□1 □2	□3 □4	□5 □6	S □7	8	9	10	

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



WAYPLUMBING

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Courteous

Knowledgeable

dedi		quality	y service									our home. We are e take a minute to
1.	Where have you Newspape Google Other	er	F	about V riend Ised us			Billboa			Y)	-	
						OVE	RALL					
2.	Considering ever with our most re	rything cent pl	from you umbing	ur initial repair?	call to	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	<u>6</u>	□ 7	8	9	2 10	Extremely Satisfied
3.	To what extent d	id this	repair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	□ 6	<u></u> 7	8	9	☑10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	ıl?	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely ar	re you to	use WN	IY 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	□ 6	7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely aı	re you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?	8)	
	Definitely Will Not Recommend	<u> </u>	2	Пз	<u></u> 4	<u></u> 5	□ 6	7	□ 8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the t	elephor	ne repre	sentative	e on the	followi	ng:					
		Very P	oor								Excellent	
	Overall	1	2	<u></u> 3	4	□ 5	□6	□ 7	8	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 Two days after I called Longer than 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?	
	QUESTIONS ABOUT THE REPAIR ITSELF	JAN TON
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	
		Did Not
		Explain
14a.		
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.		Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness	
	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 provide	ed.







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Overall

Courteous

Knowledgeable

dedi	would like to thank you for giving WNY Plumbing the opportunity to service the plucated to providing quality service. In order to help us improve our quality of service to ver this important survey.	mbing in yo o you, pleas	our home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) ☐ Newspaper ☐ Friend ☐ Billboard ☐ Google FUSBAND ☐ Used us Before ☒ Logo on Truck ☒ Other KNEW &F YOU FROM ERIE ST., USED TO E	SE Your	2 mailma
	OVERALL		
2.	Considering everything from your initial call to the completion of the repair, how sati with our most recent plumbing repair?	sfied or diss	atisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9	⊠10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations? Fell Far Below Your Expectations 1 2 3 4 5 6 7 8 9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal Very Far From 1 2 3 4 5 6 7 8 9	.	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbin	g service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9		Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?		
	Definitely Will Not	⊠10	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor	Excellent	

__6

	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 <u>service technician</u> on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Suplemention of Parais.
44.	
14a. 1 4b.	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)
-7	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.	The property of the property o
	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind PLEASE FARE Excellent PLEASE FARE Trustworthiness Standing Behind
	Standing Behind Their Work 1
	Please check this box if you will also use an online rating service, Thank you!
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.







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5.

6.

Definitely Will Not

Definitely Will Not

Recommend

Use Next Time

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. Fell Far Below Far Exceeded 2 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4 Very Far From Matches 5 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?

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

7.

Please rate the telephone representative on the following:										
	Very P									Excellent
Overall	1	2	<u></u> 3	4	5	6	7	8	<u> </u>	10
Courteous	<u> </u>	2	□3	4	5	□6	7	8	9	10
Knowledgeable		2	3	4	<u></u> 5	6	7	8	9	10

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

(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 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called The day after I called Three days after I called Generally, on which one day of the week would you prefer service? Longer than three days after I called Three days after I called A Day That Fit I	I called we will wanted out
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	sert.
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	
	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)	
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	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	
	Trustworthiness	
	Comments:	
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.



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Knowledgeable

dedic		quality service						ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 💹 Fr	about WNY Pluriend sed us Before	Ві	X" ALL THA Ilboard ogo on Truc			
				OVERA	LL			PSD CREEK T
2.	Considering ever with our most re			the comple	tion of the re	epair, how sa	tisfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	□ 6 □ 7	8	9 10	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	r expectati	ons?		4	
	Fell Far Below Your Expectations	_1 _2	<u>3</u> <u>4</u>	<u></u> 5	□ 6 □ 7	8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumb	ing compare	with your ic	leal?	
	Very Far From Your Ideal	□1 □2	3 4	<u></u> 5	□ 6 □ 7	8	9 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the ne	ext time you	need plumbi	ng service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u>	_ 6 _ 7	8	9 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbii	ng Services	to a friend?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u>	□ 6 □ 7	<u>8</u>	9 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:			Excellent	
	Overall	<u> </u>	□3 □4	<u></u>] 6	□ 8	9 🛛 10	
	Courteous	$\Box_1 \Box_2$	□3 □4	5	a a a a b a a b a a b a a b a a b a a b a a b a a b a a b a a 	□ 8	9 🖾 10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10

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

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
1	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
	Suplemention of Pennin
ŧ	
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.	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: Excelent Service
	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		VF	about \ riend sed us			Billboa			Y)		
-	THE STATE OF		PKI			OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satisf	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	4	5	<u></u> 6	<u> </u>	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	5	<u> </u>	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	WNY Plu	mbing o	compare	with yo	our idea	?	
	Very Far From Your Ideal	1	2	3	14	5	<u>6</u>	<u> </u>	8	<u> </u>	<u> </u>	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	V 4	<u></u> 5	□ 6	_7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	2	Пз	V 4	<u></u> 5	□ 6	□ 7	□ 8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the to			<u>sentativ</u>	e on the	e followi	ng:				Excellent	
	Occupil	Very Po	oor —								_	
	Overall	1	2	<u></u> 3	□ 4	<u></u> □5	□ 6	/ /	<u></u>	<u></u> □	<u></u> 10	
	Courteous	1	2	∐ 3	<u></u> 4	<u></u> 5	<u>6</u>	∐7	8	<u>9</u>	<u></u> 10	
	Knowledgeable	□1	2	3	4	□5	4 6	7	8	9	<u> </u>	(OVFR)

- 6	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
35	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 V3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
	Comments: of SOO FER CLEANING THERNO COOPLER NEVED BY HAD TOREPLACE TANK 1, 600, WAS EXPECTING CREDIT EDR CLEANING THAT DIDN'T WORK
	If you would like us to call you, please fill in your telephone number: (,





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dedic	vould like to than cated to providing ver this important	quality s	r givinç service.	g WNY In ord	Plumbir er to he	ng the o Ip us im	pportur prove o	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		Fr	iend	VNY Plu Before		Billboa			Y)		×
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2.	Considering ever with our most re	ything fro cent plun	om you nbing r	r initial epair?	call to t	the comp	oletion (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	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this rep	pair sei	rvice me	eet you	expect	ations?	7	<u> </u>	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair se	ervice.	How we	ell did V	VNY Plur	mbing o	ompare	with yo	our idea	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	Пз	<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	recomn	nend W	NY Plum	bing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	☑ 10	Definitely Will Recommend
7.	Please rate the te	elephone Very Poo		<u>entative</u>	e on the	followin	ng:				Excellent	
	Overall	□1 [2	□3	4	<u></u> 5	<u> </u>	7	■8	<u></u> 9	10	
	Courteous	1	2	 3	4	5	<u></u> 6	7	8	<u></u> 9	10	
	Knowledgeable	□1 [2	3	4	5	<u>6</u>	7	<u>8</u>	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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? Yes 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.									
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness Standing Behind Their Work Their Wor								
	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.								

(OVER)





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Knowledgeable

dedic	would like to thar cated to providing ver this important	quality s	r giving service.	y WNY In ord	Plumbir er to he	ng the o Ip us im	pportur prove o	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		Fri	iend	VNY Plu Before		Billboa			Y)		
= 16			96,1		124	OVER	RALL					
2.	Considering ever with our most re				call to t	he com	pletion (of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	<u>X</u> 10	Extremely Satisfied
3.	To what extent d	id this re	pair ser	vice m	eet you	expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	5	□ 6	7	8	<u> </u>	<u>X</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plur	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□ 1	2	3	4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	1 0	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	<u></u> 3	<u>4</u>	□ 5	□ 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	ibing Se	ervices t	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	1 0	Definitely Will Recommend
7.	Please rate the t	elephone Very Poo		<u>entative</u>	e on the	followin	ng:				Excellent	
	Overall	<u>1</u> [2	□3	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	X 10	
	Courteous	□1 [2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	<u> </u>	<u></u> 9	X 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 1 2 3 4 5 6 7 8 9 110 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?								
R'E.	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 ×10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
	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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Courteous

Knowledgeable

dedi	would like to than cated to providing ver this important	quality service	ng WNY Plumbi e. In order to h	ng the opp elp us impr	oortunity to s ove our qual	ervice th ity of ser	ne plumbing in yo vice to you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 I	d about WNY Pl Friend Jsed us Befor	В	"X" ALL THA illboard ogo on Truc		()	
				OVER/	\LL			
2.	Considering ever with our most red	ything from yo cent plumbing	our initial call to repair?	the comple	etion of the re	epair, hov	v satisfied or diss	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 s	ervice meet you	ır expectati	ions?			
	Fell Far Below Your Expectations	<u> </u>	□3 □4	<u></u> 5	□ 6 □ 7	8	9 🗌 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plumb	oin <mark>g com</mark> pare	with you	ur ideal?	
	Very Far From Your Ideal	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	9 10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plun	nbing the n	ext time you	need plu	mbing service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u>	□ 6 □ 7	<u>8</u>	9 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend V	/NY Plumbi	ng Services	to a frien	d?	
	Definitely Will Not Recommend	<u> </u>	<u></u> 3 <u></u> 4	<u></u> 5	□ 6 □ 7	8	9 🗌 10	Definitely Will Recommend
7.	Please rate the te	elephone repr	esentative on th	e following				
		Very Poor		3			Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	□ ₅	$\Box_6 \Box_7$		a □10	

]5

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
AL B	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?								
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								
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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: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



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Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Friend Newspaper 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 4 5 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 3 | |4 | |5 6 Your Ideal Your Ideal 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 <u>telephone representative</u> on the following: 7. **Excellent Very Poor** Overall Courteous

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1									
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									
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									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	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 10 10 10 10 10 10 10 10									
	Comments: Will use you again + Recommend to French									
	If you would like us to call you, please fill in your telephone number: (



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Courteous

	ver this important Where have you Newspape Google Other	survey. I seen o	r heard	about \ riend		umbing?	? ("X" <i>[</i> Billboa	ALL THA	AT APPL		you, ploud	e take a minute to
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ır initial epair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□ 1	2	3	4	5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	□ 5	<u> </u>	7	8	⊠ 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	<u> </u>	5	□ 6	7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	<u></u> 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plun	nbing Se	ervices	to a frie	nd?	\	
	Definitely Will Not Recommend	1	2	3	<u></u> 4	5	□ 6	□ 7	8	<u> </u>	2 10	Definitely Will Recommend
7.	Please rate the t			<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overell	Very Po	oor								Excellent	

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	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	
8	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
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15b.	If a part had to be ordered, did we keep you informed about status? Yes \(\square \text{No} \square \text{No} \square \text{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 Excellent	
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
	If you would like us to call you, please fill in your telephone number: ()	ded.