



4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

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

ither I called heft a message outd service I showed up. Nice surprise

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	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.	if a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments: The same service person placed my original plumbing							
-	New Home.							
1	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



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TARDIL YOU!

to

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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1.	Where have you Newspape Google Other		F	about \ riend sed us		e 🔽	Billboa Logo			Y)		
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2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were yo
	Extremely Dissatisfied	<u> </u>	<u> </u>	Пз	<u></u> 4	<u></u> 5	□6	7	□ 8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations		2	3	<u>4</u>	□ 5	□ 6	7	8	<u> </u>	<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	1?	
	Very Far From Your Ideal	□ 1	2	3	<u>4</u>	5	□ 6	7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely 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>2</u>	3	<u></u> 4	<u></u> 5	□6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomi	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	4	5	□ 6	7	8	1	□ 10	Definitely Will Recommend
7.	Please rate the t	elenhon	e repres	sentativ	e on the	e followi	na:		l	/		
	Troubo rato tro <u>c</u>	Very Po			0						Excellent	
	Overall	<u> </u>	2	☐ 3	<u></u> 4	□ 5	□6	□ 7	8	2 9	□10	
	Courteous	□ 1	2	□3	4	<u></u> 5	□ 6	7	8	9	<u></u> 10	

□1 □2 □3 □4 □5 □6 □7 □8 ☑9 □10

	QUESTIONS ABOUT SCHEDULING
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	Knowledgeable
	Explanation of Repair
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	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10 Standing Behind Their Work □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10
	Please check this box if you will also use an online rating service, Thank you!
	Comments: Comments: Comme



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answer this important survey.

1.	Where have you	seen o	r heard	about \	NNY Plu	mbing?	? ("X" <i>F</i>	ALL THA	T APPL	Y)		
	Newspape	r	Fi	riend			Billbo	ard				
	Google		⊠ ∪	sed us	Before		Logo	on Truc	k			
	Other											
						OVE	RALL			Transport of	Male de Ve	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	□ 1	<u> </u>	Пз	<u>4</u>	<u></u> 5	□ 6	□ 7	8	× 9	□ 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet your	expect	ations?	1				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	□ 6	□ 7	8	× 9	<u> </u>	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	<u> </u>	<u>2</u>	Пз	<u>4</u>	<u></u> 5	□ 6	□ 7	8	2 9	<u> </u>	Definitely Will Use Next Time
3 .	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	2	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	□ 8	½ 9	□ 10	Definitely Will Recommend
7.	Please rate the to	elephon	e repres	sentativ	e on the	followi	ng:					
		Very Po	oor								Excellent	
	Overall	□1	2	3	4	5	□ 6	7	8	2 9	10	
	Courteous	□ 1	2	□3	4	<u></u> 5	□6	7	8	※ 9	<u> </u>	
	Knowledgeable	□ 1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	□ 8	9	<u> </u>	(OVER)

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17.	▼ The first the second of the								
	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



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1.	Where have you seen or heard abo	ut WNY Plumbing	? ("X" ALL THA	T APPLY)		
	Newspaper Friend	L t	Billboard			
	Google Subset	us Before	Logo on Truc	k .		
	Other					
		OVE	RALL			
2.	Considering everything from your in with our most recent plumbing repa	tial call to the comr?	npletion of the re	pair, how satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	3	□ 6 □ 7	□ 8 □ 9	10	Extremely Satisfied
3.	To what extent did this repair service	e meet your expec	tations?			
	Fell Far Below Your Expectations 1 2	3	□6 □7	8 🔲 9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How	v well did WNY Plu	ımbin <mark>g com</mark> pare	with your idea	1]?	
	Very Far From 1 2	3	□6 □7	8 9	1 10	Matches Your Ideal
5.	How likely or unlikely are you to use	WNY Plumbing the	e next time you r	need plumbing	service?	
	Definitely Will Not Use Next Time 1 2	3	□6 □7	□ 8 □ 9	10	Definitely Will Use Next Time
6.	How likely or unlikely are you to reco	mmend WNY Plur	mbing Services to	o a friend?		
	B C THE MENT AND THE	3	□6 □7	8 9	10	Definitely Will Recommend
7.	Please rate the <u>telephone representa</u>	<u>ıtive</u> on the follow	ing:		Excellent	
		3 □4 □5	□ 6 □ 7	□8 □9	10	
	Courteous 1 2	3	□6 □ 7	8 9	10	
	Knowledgeable 1 2	3	6	8 9	10	(OVER)

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	Knowledgeable							
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Overall

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	QUESTIONS ABOUT SCHEDULING								
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13.	Please rate the service technician on the following:								
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ≥ 10 Knowledgeable 1 2 3 4 5 6 7 8 9 ≥ 10								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 2 10 Explain								
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1.	Where have you Newspape Google Other		Fr	riend	NNY Plu Before		Billboa			Y)		
			E 100			OVE	RALL			THE RE		
2.	Considering every	ything f	rom you mbing r	ır initial epair?	call to t	he com	pletion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u>4</u>	<u></u> 5	□ 6	_7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	d this re	epair se	rvice m	eet your	expect	ations?	7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	NY Plui	mbing o	ompare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unli	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	4	<u></u> 5	<u>6</u>	□ 7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recomr	nend W	NY Plum	nbing Se	ervices t	o a friei	nd?	•	
	Definitely Will Not Recommend	<u></u> 1	_2	_3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		entativ	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	2	<u></u> 3	4	5	□6	7	8	9	10	
	Courteous	1	2	Пз	4	5	□ 6	7	8	9	⊠ 10	
	Knowledgeable	□ 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	≥ 10	(OVER)

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	Professionalism	
	Knowledgeable	
	Evilonation of Panair 4 0 0 4 E 0 7 0 0 Xi40	Did Not Explain
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(Comments:	
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1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

| Rewspaper | Friend | Billboard

	Newspaper							
	Google Used us Before Logo on Truck							
	Other							
	OVERALL							
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	Definitely Will Not	Definitely Will Recommend						
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	Courteous							
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| Newspaper | Friend | Billboard

	Newspape	er	□ F	riend			Billbo	ard				
	Google		□ r	Jsed us	Before	е 🗌	Logo	on Truc	ck			
	Other							_		_		
3						OVE	RALL			e per e		
2.	Considering eve with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u></u> 1	_2	□3	4	<u></u> 5	□ 6	7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent of	lid this i	repair se	ervice m	eet you	r expect	tations?					
	Fell Far Below Your Expectations	<u> </u>	_2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an idea	l repair	service.	How w	ell did V	WNY Plu	mbing o	compare	e with yo	our idea	ıl?	- 04
7	Very Far From Your live!	□ 1	<u></u> 2	<u></u> 3	<u></u>	<u></u> 5	□6	7	8	□9	10	Matches Your Ideal
5.	How likely or un	li <mark>kely a</mark> r	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	<u>2</u>	<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	likely ar	e you to	recomi	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
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7.	Please rate the t	elephon	e repre	sentativ	e on the	followi	ng:					
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	Knowledgeable	□ 1	2	□3	<u></u> 4	<u></u> 5	□ 6	□ 7	□ 8	<u> </u>	10	(OVFR)

	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 Longer than three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day									
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1 4k										
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15b	o. If a part had to be ordered, did we keep you informed about status?									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness Standing Behind Their Work 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	Comments: Very fatis fied with You service provided as woulder. Very friendly and personable. If you would like us to call you, please fill in your telephone number: (116) THANK YOU FOR YOUR HELP! Please return this questionnaire in this possess 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) Newspaper Billboard Friend 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 3. To what extent did this repair service meet your expectations? **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. **Very Poor Excellent** Overall

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 Two 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 <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								
	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: Extremely Pleased every time Way Rumbing does Any Kind of Ware KA+ Residence								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		Fı	about V riend sed us			Billboa			Y) ,		
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2.	Considering ever with our most re	ything focent plu	rom you mbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	<u> </u>	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	9	10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u> </u>	<u></u> 5	<u></u> 6	□ 7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbi <mark>ng</mark> c	ompare	with yo	our idea	l?	
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5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
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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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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								
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13.	Please rate the service technician on the following:								
	Very Poor Excellent Professionalism 1 2 3 14 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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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								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied	-							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor 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!								
	you would like us to call you, please fill in your telephone number: ()								
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1.	Where have you	seen or hea	rd about V	VNY Plur	mbing?	("X" A	LL THA	T APPL	Y)		
	Newspaper	r 🔀	Friend			Billboa	ard				
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	Other	ţ			6						
m,		THE LINE			OVER	RALL					
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3.	To what extent die	d this repair	service m	eet your	expecta	ations?					
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4.	Imagine an ideal	repair servic	e. How we	ell did W	NY Plur	nbing c	ompare	with yo	ur idea	l?	
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5 .	How likely or unlil	kely are you	to use WN	IY Plumb	ing the	next tir	ne you	need plu	umbing	service?	
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ŝ.	How likely or unlil	kely are you	to recomn	nend WN	IY Plum	bing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	1	2	<u></u> 4	<u></u> 5	□ 6	7	□ 8	<u> </u>	1 0	Definitely Will Recommend
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	Overall	\Box_1 \Box_2	2 3	4	□ 5	<u>6</u>	□ 7	□8	□ 9	10	
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	Knowledgeable		2	<u></u> 4	5	6	7	<u>8</u>	9	M 10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
1 =	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:
	Professionalism Very Poor Professionalism 1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 M 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
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15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments: The plumber was accessome. Quidly diggnosed and fixed the 1550e.
1	was very considerate and skilled in how he cut drywal for access make puchy
	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. 1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) ✓ Friend Newspaper Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 5 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** 3 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** 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 7. Please rate the telephone representative on the following: Very Poor **Excellent** Overall

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 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									
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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									
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
140.	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									
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor 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: Fuerything was great Thank-you Lish Anastasia 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

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dedic	cated to providing ver this important	quality	service									
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)	-	
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13.	Please rate the service technician on the following:								
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	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7								
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If	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	led.							





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1.	Where have you Newspape Google Other		V F₁	riend	NNY Plu Before		Billboa			Y)		
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3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	rvice m	eet you	expect	ations?	_7	<u>8</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 yo	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	<u> </u>	<u>2</u>	3	<u></u> 4	5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
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13.	Please rate the service technician on the following:										
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14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely									
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	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.									

RECEIVED





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

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

(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called Three days after I called	l called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment?	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	Did Not
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness I	
	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.





4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen o	r heard	about \	NNY Plu	ımbing?	("X" A	LL THA	T APPL	Y)		
	Newspape	r	∐ F	riend			Billboa	ard				
	Google		″ ₩ ∪	sed us	Before	e 🗌	Logo	on Truc	k			
	Other											
				TANK		OVE	RALL					
2.	Considering ever with our most red				call to 1	the com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠10 ⟨	Extremely Satisfied
3.	To what extent di	id this r	epair se	rvice m	eet you	r expect	ations?				- 1	
	Fell Far Below Your Expectations	1	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	Ď10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	Пз	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	1 10	Matches Your Ideal
5.	How likely or unli	ikely ar	e you to	use WI	NY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomi	mend W	NY Plum	nbing Se	ervices t	o a friei	nd?		
	Definitely Will Not Recommend	□ 1	_2	<u></u> 3	<u>4</u>	<u></u> 5	□6	□ 7	□ 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon	ne repres	sentativ	e on the	followi	ng:					
		Very Po	oor								Excellent	
	Overall	<u> </u>	2	□3	4	□ 5	□ 6	7	8	<u> </u>	⊠ 10	
	Courteous	<u> </u>	<u>2</u>	Пз	4	□ 5	□ 6	□ 7	□ 8	<u> </u>	⊠10	
	Knowledgeable	1	<u> </u>	<u></u> 3	<u></u> 4	5	□ 6	□ 7	8	<u> </u>	½ 10	(OVER)

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





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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

Mo.	would like to the	ok vou :	for aivin	a WNV	Dlumbii	aa tha c	nnartu	nity to c	orvico i	ho nlur	mhina in vo	ur home. We are
dedi		g quality	service									e take a minute to
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
				Y THE		OVE	RALL				THE TOTAL	
2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d	lid this r	epair se	rvice m	eet you	r expect	ations?	1				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	1?	
	Very Far From Your Ideal	1	2	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	likely 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	3	<u></u> 4	<u></u> 5	<u></u> 6	7	□8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>2</u>	3	_4	<u></u> 5	□ 6	_7	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1		\square_3	1 4	5	□ ₆	7		□ 9	X10	
	Courteous										M ₁₀	

	QUESTIONS ABOUT SCHEDULING	F						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Longer than three 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? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF	Y						
13.	Please rate the service technician on the following: Very Poor Excellent							
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 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 No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!							
9	omments:							
	you would like us to call you, please fill in your telephone number: ()							







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or h	heard abou	it WNY PI	umbing?	? ("X" <i>F</i>	ALL THA	T APPL	Y)		
	Newspape	r	Frienc	l		Billbo	ard				
	Google	Ī	Used	us Befor	e \square	Logo	on Truc	k			
	Other		_					¥.			
					OVE	RALL		W. E.			
2.	Considering ever with our most red	ything fro cent plum	om your init obing repair	ial call to ?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3 🔲 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this rep	oair service	meet you	ır expect	tations?)				
	Fell Far Below Your Expectations	<u> </u>	2	3 🔲 4	<u></u> 5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	rvice. How	well did	WNY Plu	mbing o	compare	with yo	our idea	!?	
	Very Far From Your Ideal	<u> </u>	2	3 🔲 4	<u></u> 5	<u>6</u>	7	8	9	10	Matches Your Ideal
5 .	How likely or unl	ikely are y	you to use	WNY Plum	nbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3 🔲 4	<u></u> 5	□ 6	7	□ 8	<u> </u>	10	Definitely Will Use Next Time
3.	How likely or unl	ikely are y	you to reco	mmend W	/NY Plun	nbing S	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	□ 1 [2	3. 🗆4	<u></u> 5	□ 6	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephone	representa	tive on the	e followi	ng:					
		Very Poo	r							Excellent	
	Overall		_ 2	$\Box 4$	<u></u> 5	□6	7	8	9	10	
	Courteous	□1 [3 🔲 4	5	□ 6	□ 7	□ 8	<u></u> 9	1 0	
	Knowledgeable		$\neg_2 \neg_i$	\Box	5		7			10	(0) (==:
				, <u> </u>			· · ·	٥			(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No (1+ was same day)
	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? Wes (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:
	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!
- E-	Comments: Tyler Walker was THE BEST SERVICE TECH/ Plumber!
1	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

1.	Where have you	seen o	r neard	about v	MNY PIL	ımbing?	? ("X" <i>F</i>	ILL IHA	I APPL	Y)		
	Newspape	r	F	riend			Billbo	ard				
	K Google		□ U	sed us	Before	e 🗌	Logo	on Truc	k			
	Other											
			A A			OVE	RALL				BIST ST	
2.	Considering ever with our most red	ything 1 cent plu	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	<u> </u>	<u> </u>	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	ervice m	eet you	r expect	ations?					•
	Fell Far Below Your Expectations	□ 1	_2	□ 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	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	l?	
	Very Far From Your Ideal	<u> </u>	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use Wi	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	□6	□ 7	8	<u></u> 9	10	Definitely Will Use Next Time
ŝ.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing S	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	2	3	4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephon	ie repre	<u>sentativ</u>	e on the	followi	ng:					
		Very Po	oor								Excellent	
	Overall	□ 1	2	3	4	5	<u>6</u>	□ 7	8	9	10	
	Courteous	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u></u> 9	⊠ 10	
	Knowledgeable	<u> </u>	2	□3	<u>4</u>	□ 5	□ 6	□ 7	8	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called						
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following:						
	Professionalism						
	Knowledgeable						
	Evaluation of Pennix						
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.	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 70 Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness I 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
(Comments: Very profession employee, courteous on explained ony questions dubbe on 4/13/23						
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						

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to

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	would like to thar cated to providing wer this important	quality	service	g WNY . In ord	Plumbir er to he	ng the o Ip us im	pportur prove (nity to s our qual	ervice t ity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		☐ Fi	riend sed us	Before		Billboa Logo			Y)		
						OVE	RALL		1/0/94	No.		
2.	Considering ever with our most re-	ything f cent plu	from you Imbing r	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	<u> </u>	Пз	<u>4</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	□1	2	3	<u></u> 4	5	<u></u> 6	□ 7	8	1 9	<u> </u>	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>	□ 5	□6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are	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>	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	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	2	3	<u></u> 4	5	<u>6</u>	7	8	<u> </u>	□ 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	70. y 1°0			\square_{Λ}		Пе	\square_7		Па		
	Courteous				□- ⁴	□ ₅		□'			[\frac{1}{10}	
	Our recus	1 17	1 17	1 174	1 1/1	1 15	I In		1 18	1 19	1 "1 1 ()	

□3 □4 □5 □6 □7 □8 □9 ☑10

N.	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. Med. 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						
11	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain						
14a.	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						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent						
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 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: Our tech Tyler Was excellent explained Livery thing was hespectful and neat !! 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	seen o	r heard	about \	WNY Pli	umbing?	? ("X" /	ALL THA	T APPL	Y)		
	Newspape	er	F	riend			Billbo	ard				
	Google		×υ	sed us	Before	e 🗍	Logo	on Truc	ck -			
	Other					_	•					
					Die i	OVE	RALL				ALI FOR LES	
2.	Considering ever	ything f	from you	ur initial	call_to			of the re	epair, ho	w satis	fied or diss	atisfied were you
	with our most red	cent più	y	repair?	_	_	_	_	_			
	Extremely Dissatisfied	1	2	3	4	5	6	□ 7	8	X 9	<u> </u>	Extremely Satisfied
3.	To what extent di	id this r	epair se	ervice m	eet you	r expect	ations?	ı				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	□ 6	7	8	X 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing (compare	with vo	our idea	J?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□ 6	7	8	2 9	<u> </u>	Matches Your Ideal
5.	How likely or unli	ikely are	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u></u> 1	_2	□3	<u></u> 4	5	<u>6</u>	7	8	2 9	10	Definitely Will Use Next Time
ŝ.	How likely or unli	ikely are	e you to	recomi	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	2 9	□10	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	sentativ	e on the	followi	ng:					
		Very Po	oor								Excellent	
	Overall	1	2	□3	4	5	<u> </u>	7	8	⊠9	<u> </u>	*
	Courteous	<u> </u>	2	3	4	5	<u> </u>	□ 7	8	 9	<u> </u>	
	Knowledgeable	1	2	3	<u></u> 4	<u></u> 5	<u> </u>	<u> </u>	8	S 9	<u> </u>	(OVER)

		QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would Very Poor	d you rate us on scheduling this repair service at your convenience? 1	cellent					
9.	What day was your Same day I cal The day after I		called					
10.		th one day of the week would you prefer service? Non. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what tim Morning	me of day would you prefer service? Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted	ed by phone to confirm the appointment? Yes No						
		QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the serv	rvice technician on the following: Very Poor Excellent						
	Professionalism	Very Poor Excellent 1						
	Knowledgeable		Did Not -					
	Explanation of Repair	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10	Explain					
14a.	Did we complete th	the repair on our first trip to your home?						
1 4b.	a part had to the technician the product fa	be ordered in could not fix or determine the problem and needed assistance failed again shortly after the first visit needed to be replaced or the technician determined the product is unrepairable						
15a.	Same Day	ordered, how many days did it take to get the part and complete the repair? 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.		ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dis Extremely Dissatisfied		Extremely Satisfied					
		QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Trustworthiness Standing Behind Their Work	rn New York Plumbing on the following: Very Poor 1 2 3 4 5 6 7 8 9 10 1 1 2 3 4 5 6 7 8 9 10 ck this box if you will also use an online rating service, Thank you!						
	Comments:	to call you, please fill in your telephone number: ()	EARLE W.					
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							

(OVER)





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4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Newspaper Billboard Used us Before Google Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 3 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 3 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** \times 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** 9 × 10 **Definitely Will** 5 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: Very Poor Excellent

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment?
	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
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness
	Comments:
2	
	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) 1. Friend Billboard Newspaper Logo on Truck Google Jsed 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 3 **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 <u>telephone representative</u> 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	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	l called
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 Very Poor Excellent Description of the image of the	
	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	
	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.	outoneu
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 5 6 7 8 9 10 6 7 8 9 10	
	Comments:	
-		
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.





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4425 Walden Avenue Lancaster, NY 14086

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

1.	wnere nave you	seen o	r nearo	about	WINY PIL	. gniami	("X" /	ALL I HA	II APPL	.Y)		
	Newspape	er :	F	riend			Billbo	ard				
	Google		Þυ	lsed us	Before	e 🗌	Logo	on Truc	ck			
	Other					_						
17.15		- 22-17-			OLUMBIA .	OVE	RALL		E SELVI	F, 4.		
_	Considering ever	adbina f	rom un	ur initial	coll to			of the re	noir bo	u ootio	find or disc	atiatia daraa
2.	Considering ever with our most re	cent plu	mbing	repair?	call to	ine com	pietion	or the re	гран, по	w saus	ned or diss	ausned were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	□ 5	□ 6	7	8	<u> </u>	1 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	<u>2</u>	□ 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u></u> 9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	1?	
	Very Far From Your Ideal	<u></u> 1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely are	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>	Пз	<u></u> 4	5	□ 6	□ 7	□8	<u></u> 9	10	Definitely Will Use Next Time
3.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plum	nbing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	<u> </u>	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	□ 8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	□ 3	<u></u> 4	5	□ 6	□ 7	□ 8	<u> </u>	10	
	Courteous	<u> </u>	<u>2</u>	3	<u>4</u>	5	□ 6	□ 7	□ 8	<u></u> 9	₫10	
	Knowledgeable	□1	2	3	<u> </u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	≥10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
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 <u>service technician</u> on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
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 Please check this box if you will also use an online rating service, Thank you!
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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Overall

Courteous

Knowledgeable

dedic	would like to thank you for giving WNY Plumbing the opportunity to service the picated to providing quality service. In order to help us improve our quality of service wer this important survey.		
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other		
	OVERALL		NEW KAME
2.	Considering everything from your initial call to the completion of the repair, how sa with our most recent plumbing repair?	itisfied or dissa	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	leal? 9 10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing	ing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8	9 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?		
	Definitely Will Not 1 2 3 4 5 6 7 8	9 10	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor	Excellent	

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	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	did coll
12.	Were you contacted by phone to confirm the appointment? Yes No	manual
	QUESTIONS ABOUT THE REPAIR ITSELF	0
13.	Please rate the <u>service technician</u> on the following:	
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
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	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	dad