

487 Erie Street Lancaster, NY 14086



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1.	Where have you Newspape Google Other	er 🔲 I	d about WNY Pl Friend Jsed us Befor	Billbo		APPLY)	9	
				OVERALL				
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the completion	of the repa	ir, how satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> <u>4</u>	□5 □6		8 🔲 9	<u> </u>	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet you	ır expectations?	?			
	Fell Far Below Your Expectations	<u> </u>	<u>3</u> 4	□5 □6	7	8 🔲 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service	. How well did	WNY Plumbing	compare wi	ith your ideal	?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	□5 □6	7	8 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are you t	o use WNY Plun	nbing the next t	ime you nee	ed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	□5 □6	7	8 🔲 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are you t	o recommend V	/NY Plumbing S	ervices to a	a friend?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u>	7	□ 8 □ 9	<u> </u>	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone repre Very Poor	esentative on the	e following:			Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □6	□7 □] 8 □ 9	□10	
	Courteous	$\square_1 \square_2$	Пз П4	□ ₅ □ ₆	7	 	 10	
	Knowledgeable	1 <u></u> 2	3 4	□5 □6		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	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	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: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain							
14a. 14b.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.		w 2							
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 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	Comments: Mike dus great work We only Box Aim 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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	Other	ואַן נ	Jsea us Bera	ore	Logo	on iruc	SK.			
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call t repair?	o the con	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u>	4 🔲 5	□6	□ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet y	our expec	tations?)			/	
	Fell Far Below Your Expectations	□1 □2	<u>3</u>	4 🔲 5	<u></u> 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	□1 □2	<u>3</u>	4 🔲 5	<u></u> 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
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	Definitely Will Not Recommend	□1 □2	<u></u> 3 <u></u>	4 🔲 5	☐6	7	<u>8</u>	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repre	esentative on t	he follow	ina:					
		Very Poor							Excellent	
	Overall	□1 □2	3 2	1 5	<u></u> 6	7	8	9	X10	
	Courteous	☐ 1 ☐ 2	3 2	1 5	<u>6</u>	7	8	9	1 0	
	Knowledgeable	\square 1 \square 2	3 2	1	□6	□7	8	9	10	(OVED)

Please rate the <u>telephone representative</u> on the following:											
Very Poor E											
Overall										X 10	
Courteous	1	_2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	9	10	
Knowledgeable				<u></u> 4						*/	

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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 No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!
-	Mike is great, we love working with him.
	If you would like us to call you, please fill in your telephone number: ()



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	Newspape	er 🗆 F	riend		Billboa	ard				
	Google		sed us Befor	e \Box	Logo	on Truc	k			
	Other			• Ш	_090					
				OVE	RALL					AN PERSONAL
2.	Considering ever	rything from you	ur initial call to			of the re	epair, ho	w satis	fied or diss	atisfied were you
	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	5	□ 6	□ 7	8	9	×10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet yo	ur expect	tations?					
	Fell Far Below Your Expectations	12	3 4		<u></u> 6	<u> </u>	8	9	≥10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plu	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1 2	<u>3</u> 4		☐ ₆	7	8	9	≥ 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plui	mbing the	e next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u>	<u></u> 5	<u></u> 6	<u> </u>	□8	<u> </u>	≥ 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend \	NNY Plun	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not		\square_3 \square_4			\square_{\neg}			\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Definitely Will
	Recommend	L I L 2	<u> </u>	5	∐ 6	/	∐8	<u></u> 9	上10	Recommend
7.	Please rate the <u>t</u>	elephone repres	<u>sentative</u> on th	ne followi	ng:				Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	\Box_5	Пе	\square_7	□ 8	П 9	≥ 10	
	Courteous									
		<u></u>	<u></u> 3 <u></u> 4	<u></u> 5	<u></u> 6	<u></u>	<u> </u> 8	<u> </u> 9	≥ 10	
	Knowledgeable	<u></u>	<u>3</u> 4	5	∐6	∐7	8	9	<u>م</u> 10	(OVER)
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	Knowledgeable $\Box 1 \Box 2 \Box 3 \Box 4 \Box 5 \Box 6 \Box 7 \Box 8 \Box 9 \times 10$								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
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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 Extreme 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 7 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 7 10 Please check this box if you will also use an online rating service, Thank you!								
-	Comments: Excellent Customer 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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				OVERA				
2.	Considering ever with our most re	rything from you cent plumbing i	ur initial call to repair?	the complet	on of the r	epair, ho	w satisfied 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	id this repair se	ervice meet you	r expectatio	ns?			
	Fell Far Below Your Expectations	1 2	3 4	□5 □] 6 □7	8	□9 X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plumbi	ng compare	e with yo	our ideal?	
	Your Ideal	□1 □2	☐3 ☐4	<u></u>	6 🗌 7	8	□9 □ 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the ne	kt time you	need plo	umbing service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u> 5 <u></u>	6 🔲 7	8	9 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	'NY Plumbin	g Services	to a frie	nd?	
	Definitely Will Not Recommend	□1 □2	☐ 3 ☐ 4	<u></u> 5	6 🔲 7	8	□9 ¹ 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:			Excellent	
	Overall	□1 □2	☐3 ☐4	□5	6 🔲 7	□8	□9 ×10	
	Courteous	$\Box_1 \Box_2$	\square_3 \square_4	\square_5	6 \square 7	□ ₈	∏ ₉ X 1 ₁₀	
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	Knowledgeable	Did Not							
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'	Comments: Creater John								
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				OVER	ALL					
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	Extremely Dissatisfied	<u> </u>	<u></u>	<u></u> 5	□6	<u> </u>	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	ır expecta	ations?					
:	Fell Far Below Your Expectations	12	<u>3</u> <u>4</u>	<u></u> 5	□6	<u> </u>	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plum	nbing c	ompare	with yo	ur idea	l?	
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	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	<u>6</u>	7	8	9	2 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Pluml	bing Se	rvices 1	to a frier	nd?		
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	Overall	$\square_1 \square_2$	\square_3 \square_4	5	П ₆	\square_7	П8	П 9	12/10	
	Courteous	1 <u></u> 2	<u>3</u> <u>4</u>	<u></u> 5	<u></u> 6	7	8	9	10	
	Knowledgeable	12	□3 □4	<u></u> 5	□6	<u> </u>	8	9	V 10	(OVER)

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- - -	Comments: Thank-you for your quick Response to Send the repair man to my house, He sid a great Job.! If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



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| Newspaper | Friend | Billboard | Bil

	Google Other	Us	ed us Before	e 🗍	Logo	on Truc	k			
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7.	Please rate the t	elephone represe Very Poor	entative on the	e followi	ng:				Excellent	
	Overall	□1 □2 [<u></u>	<u></u> 5	□6	<u> </u>	8	<u> </u>	<u>10</u>	
	Courteous	□1 □2 [3 4	<u></u> 5	□6	7	8	9	10	
	Knowledgeable				Пе	\square_{7}	По			

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	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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	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	
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(OVER)

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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 Google Jsed 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 4]6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 4 5]6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor** Excellent Overall

	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 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 \(\bigcap\) No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 710 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	, , , , , , , , , , , , , , , , , , , ,							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 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!							
C	Comments:							
l1	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.							



Very Poor

Overall

Courteous

Knowledgeable

www.wnyplumbing.com

Excellent

(OVER)

487 Erie Street Lancaster, NY 14086

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 14 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From** Matches 2 13 Your Ideal 4 5 6 Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following:

	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 Explain
14a.	Did we complete the repair on our first trip to your home?
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 RATILING PIPES, THOUGHT WE FIXED PROBLEM BACK. I WILL CALL AGAN SOON.
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 \(\Boxed{\square}\) 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 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: TECHNICIAN KYLE WAS EXCECLENT! I WILL NEED TO CALL AGAIN AS PIPES ARE STILL RATTING (STARTED AGAIN).
	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.

A Street



487 Erie Street Lancaster, NY 14086

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

1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

1.	Where have you Newspape			about V iend	VNY Plu		C ("X" A		T APPL	Y)		
	Google Other		Ne Ne	sed us	Before		Logo d	n Truc	k			
						OVEF	RALL					
2.	Considering ever with our most re	ything fro cent plun	om you nbing re	r initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 [2	Пз	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	9	10	Extremely Satisfied
3.	To what extent d	id this rep				<u>.</u>						Far Exceeded
	Your Expectations	<u> </u>	<u></u> 2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<i>□</i> /	∐8	<u></u> 9	1/110	Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did V	/NY Plur 5	mbing o	ompare	with yo	our idea	1? [] 10	Matches Your Ideal
5.	How likely or unl	likely 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></u> 4	<u></u> 5	<u></u> 6	<u></u> 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1 [2	_3	<u></u> 4	<u></u> 5	□6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone Very Poc	•	entativ	e on the	followin	ng:				Excellent	
	Overall	□1 [2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	A10	
	Courteous	□1 [2	<u></u> 3	<u></u> 4	5	<u></u> 6	7	8	<u> </u>	Ź10	
	Knowledgeable	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	4 10	(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						
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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	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 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!						
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