NOV 0 2 2022



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| dedic | | quality | | | | | | | | | | ur home. We are e take a minute to |
|-------|-------------------------------------------------|----------------------|---------------------|----------------------------|-----------|---------------|------------|------------|------------|-----------|---------------------------|---------------------------------------|
| 1. | Where have you Newspape Google Other | | F | about V riend sed us | | | Billboa | | ek (| Lont | nelped ructio ano h | in the n of our ome. |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | ything f cent plu | rom you imbing i | ır initial epair? | call to t | the com | pletion | of the re | epair, ho | w satisf | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | □ 1 | 2 | 3 | 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | ⊠ 10 | Extremely Satisfied |
| 3. | To what extent d | id this re | epair se | rvice m | eet you | r expect | ations? | □ 7 | □ 8 | П9 | ⊠10 | Far Exceeded |
| | Your Expectations | ш. | | | ш. | | | | | | | Your Expectations |
| 4. | Imagine an ideal Very Far From Your Ideal | repair s | service. | How w | ell did V | VNY Plui 5 | mbing o | ompare | with you | our ideal | l? ⊠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 | <u> </u> | <u>2</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 are | e you to | recomr | nend W | NY Plum | bing Se | ervices t | to a frie | nd? | | |
| | Definitely Will Not Recommend | □ 1 | <u> </u> | Пз | <u>4</u> | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | ⊠ 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephon Very Po | | sentativ | e on the | following | ng: | | | | Excellent | |
| | Overall | 1 | 2 | Пз | <u>4</u> | <u></u> 5 | □ 6 | □ 7 | □ 8 | <u> </u> | 1 0 | |
| | Courteous | 1 | 2 | 3 | <u>4</u> | 5 | <u></u> 6 | 7 | 8 | 9 | <u>N</u> 10 | |
| | Knowledgeable | <u> </u> | <u>2</u> | □3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | Ш8 | <u> </u> | X 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 The day after I called Three days after I called Three days after I called | | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | | | | | |
| | Professionalism | | | | | | | | | |
| | Knowledgeable 1 2 3 4 5 6 7 8 9 10 Did Not | | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | | |
| 14a. | 4a. Did we complete the repair on our first trip to your home? | | | | | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered (3 ports) 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 Parts were ordered from Kohler. | | | | | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | | |
| 15b. | | | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent | | | | | | | | | |
| | Trustworthiness | | | | | | | | | |
| | Comments: | | | | | | | | | |
| | Michael HcDonough and Pat are both excellent, Knowledgeable and pleasant technicians | | | | | | | | | |
| 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. | | | | | | | | | |

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www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

| 1. | Where have you Newspape Google Other | er 📗 F | l about WNY riend Jsed us Be | | Billbo | | | Y) | | |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|--------------|------------|-------------|------------|------------|-------------|----------------------------------|
| | | P. F. | | OVE | RALL | | | | | |
| 2. | Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? | | | | | | | | | |
| | Extremely Dissatisfied | □1 □2 | □3 |]4 | □ 6 | □ 7 | 8 | <u> </u> | × 10 | Extremely Satisfied |
| 3. | To what extent d | id this repair so | ervice meet | your expec | tations? | | | | | |
| | Fell Far Below Your Expectations | □1 □2 | □3 |]4 | □ 6 | 7 | 8 | <u> </u> | × 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair service. | How well d | lid WNY Plu | mbing o | compare | with yo | our idea | l? | |
| | Very Far From Your Ideal | □1 □2 | <u>3</u> |]4 | □ 6 | □ 7 | 8 | <u> </u> | 1 0 | Matches Your Ideal |
| 5. | How likely or unl | ikely are you to | use WNY P | lumbing the | e next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | 1 2 | <u></u> 3 <u></u> |]4 | □ 6 | □ 7 | 8 | <u> </u> | X 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are you to | recommen | d WNY Plur | nbing S | ervices 1 | to a friei | nd? | | |
| | Definitely Will Not Recommend | □1 □2 | <u>3</u> |]4 | ☐6 | □ 7 | □ 8 | <u></u> 9 | X 10 | Definitely Will Recommend |
| 7. | Please rate the to | elephone repre Very Poor | <u>sentative</u> on | the followi | ng: | | | | Excellent | |
| | Overall | $\Box_1 \Box_2$ | \square_3 \square | 4 5 | \Box_6 | \square_7 | П8 | □ 9 | X 10 | |
| | Courteous | | | | | | | | 1210 | 1.4 |
| | | | | 4 | | □′ | | | | |
| | Knowledgeable | <u></u> 1 <u></u> 2 | ∐3 ∐ | 45 | ∐6 | ∐7 | ∐8 | ∐9 | K 10 | (OVER) |

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Tues. Thurs. Fri. Sat. No particular day | | | | | | | | |
| 11. | . Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | |
| 13. | Please rate the <u>service technician</u> on the following: | | | | | | | | |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ★10 | | | | | | | | |
| | | | | | | | | | |
| | Knowledgeable | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | |
| 14a. | 4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | |
| 1 4b. | 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 2 | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Excellent | | | | | | | | |
| | Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 10 8 9 10 | | | | | | | | |
| | Comments: PAT WAS JUST SUPER | | | | | | | | |
| | 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 | seen o | r heard | about \ | WNY Plu | umbing? | ? ("X" / | ALL THA | AT APPL | .Y) | | |
|----|--------------------------------------|--------------------|----------|-----------------|-----------|-----------|---------------|------------|------------|------------|--------------|----------------------------------|
| | Newspape | er | F | riend | | | Billbo | ard | | | | |
| | Google | | U | sed us | Before | e 🗌 | Logo | on Truc | ck | | | , |
| , | M Other LAN | DLOR | D = 0 | WNE | ROF | Buil | DIN | 6 Ku | LBA | ek | CONSTR | EUCTION |
| | | | | | | | RALL | | | | | |
| 2. | Considering ever with our most re | | | | call to | the com | pletion | of the re | | | fied or diss | - |
| | Extremely Dissatisfied | _1 | _2 | 3 | 4 | 5 | □6 | 7 | 8 | 9 | <u> </u> | Extremely Satisfied |
| 3. | To what extent d | id this r | epair se | rvice m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | _1 | 2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | 8 | Ø 9 | <u> </u> | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair | service. | How w | ell did V | VNY Plu | mbing (| compare | with yo | our idea | l? | |
| | Very Far From Your Ideal | 1 | _2 | 3 | 4 | <u></u> 5 | □6 | 7 | 8 | M 9 | <u> </u> | Matches Your Ideal |
| 5. | How likely or unl | ikely ar | e you to | use Wi | NY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | □ 1 | _2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely ar | e you to | recomi | mend W | NY Plun | nbing S | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u> </u> | <u> </u> | 3 | 4 | <u></u> 5 | <u>6</u> | _7 | 8 | № 9 | <u> </u> | Definitely Will Recommend |
| 7. | Please rate the to | elephon Very Po | e repres | <u>sentativ</u> | e on the | followi | ng: / § | I CAL | | | Excellent | |
| | Overall | □ 1 | 2 | <u></u> 3 | 4 | <u></u> 5 | \boxtimes 6 | 7 | □8 | <u> </u> | <u> </u> | |
| | Courteous | <u> </u> | 2 | 3 | <u></u> 4 | <u></u> 5 | | X 7 | 8 | <u> </u> | <u> </u> | |
| | Knowledgeable | <u></u> 1 | _2 | <u></u> 3 | 4 | <u></u> 5 | <u></u> 6 | 7 | □ 8 | 9 | <u> </u> | (OVER) |

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





4425 Walden Avenue Lancaster, NY 14086

| 1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) | | | | | | | | | | | | |
|--------------------------------------------------------------------------|--------------------------------------|---------------------|-------------|-----------------|------------|-------------|----------------|-------------|-------------|------------|-----------------|----------------------------------|
| | Newspape | ;r | Fi | riend | | | Billbo | ard | | | | |
| | Google | | U | sed us | Before | | Logo | on Truc | ck | | | |
| | Other | | | | | | | | | | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most red | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | 1 | 2 | 3 | 4 | <u></u> 5 | <u> </u> | 7 | 8 | 9 | 10 | Extremely Satisfied |
| 3. | To what extent d | id this re | epair se | rvice m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | 1 | 2 | 3 | 4 | 5 | <u></u> 6 | 7 | 8 | 9 | 1 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 | l? | |
| | Very Far From Your Ideal | <u> </u> | 2 | 3 | 4 | <u></u> 5 | <u> </u> | 7 | 8 | 9 | ⊠ 10 | Matches Your Ideal |
| 5. | How likely or unl | ikely are | e you to | use WN | NY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | <u> </u> | 2 | Пз | <u></u> 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are | e you to | recomr | mend W | NY Plum | nbing S | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u> </u> | 2 | <u></u> 3 | <u></u> 4 | <u></u> 5 | □ 6 | _7 | 8 | <u> </u> | 1 10 | Definitely Will Recommend |
| 7. | Please rate the te | elephone Very Po | | <u>sentativ</u> | e on the | followi | ng: | | | | Excellent | |
| | Overall | □ 1 | \square_2 | \square_3 | \prod_4 | \square_5 | □ ₆ | \square_7 | □8 | П 9 | 10 | |
| | Courteous | □4 | | | | | | | | | M ₁₀ | |
| | | | <u></u> | | □ 4 | | | | | | 77 IU | |
| | Knowledgeable | ∐1 | <u></u> 2 | ∐3 | ∐4 | <u></u> 5 | <u></u> 6 | ∐7 | <u> </u> 8 | <u></u> 9 | 10 | (OVER) |

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called Three days after I called | | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | | |
| 12. | . Were you contacted by phone to confirm the appointment? \(\sumsymbol{\sumsymbol{X}}\) Yes \(\sumsymbol{\sumsymbol{N}}\) No | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | |
| 13. | Please rate the <u>service technician</u> on the following: | | | | | | | | | |
| | Very Poor Excellent | | | | | | | | | |
| | Professionalism | | | | | | | | | |
| | Knowledgeable | | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | | |
| 14a. | 4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | | |
| 1 4b. | | | | | | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | | |
| 15b. | | | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | | |
| | Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! | | | | | | | | | |
| | Comments: VERY SATISFIED WITH WNY PLUMBING CO. MIKE WAS PROMPT, CONFTEONS AND ABLE TO FIX MY PLUMBING PROBLEMS ON HIS | | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () | | | | | | | | | |







4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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** 5 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. Verv Far From **Matches** 3 4 15 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the telephone representative on the following: Very Poor Excellent Overall Courteous

(OVER)

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent | | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called 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 \ \tag{Yes} \tag{No} | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | |
| 13. | Please rate the service technician on the following: | | | | | | | | | |
| | Professionalism Very Poor Excellent Professionalism 1 | | | | | | | | | |
| | Knowledgeable | | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | | |
| 14a. | a. 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. | į, | | | | | | | | | |
| 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: ANDRIACCIO 94 NICOLE CT 14051 | | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | | |





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedi | | g quality serv | | | | | | | | | ur home. We are e take a minute to |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------------------|-----------|-----------|------------|------------|-----------|-------------------|-------------|---------------------------------------|
| 1. | Where have you Newspape Google Other | | ard about \ Friend Used us | | | Billboa | | | Y) | | |
| | | | | | OVE | RALL | | | | | |
| 2. | Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? | | | | | | | | atisfied were you | | |
| | Extremely Dissatisfied | _1 _ | 2 3 | 4 | <u></u> 5 | □6 | □ 7 | 8 | 9 | <u>×</u> 10 | Extremely Satisfied |
| 3. | To what extent d | lid this repai | r service m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | 1 | 2 3 | <u> </u> | 5 | □ 6 | 7 | 8 | <u> </u> | ⊠ 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair servi | ce. How w | ell did V | VNY Plu | mbing o | compare | with yo | our idea | l? | |
| | Very Far From Your Ideal | 1 | 2 3 | <u></u> 4 | <u></u> 5 | □6 | 7 | 8 | 9 | ½ 10 | Matches Your Ideal |
| 5. | How likely or unl | likely are you | u to use WN | IY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | 1 | 2 🔲 3 | 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | ⊠10 | Definitely Will Use Next Time |
| 6. | How likely or unl | likely are you | u to recomr | nend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | 1 | 2 | <u></u> 4 | <u></u> 5 | □ 6 | _7 | 8 | <u></u> 9 | ≥10 | Definitely Will Recommend |
| 7. | Please rate the t | elephone rej | presentativ | e on the | followi | ng: | | | | | |
| | | Very Poor | | | | (6) | | | | Excellent | |
| | Overall | □1 | 2 3 | 4 | <u></u> 5 | 6 | 7 | 8 | 9 | ⊠ 10 | |
| | Courteous | 1 | 2 3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | 8 | 9 | 1 0 | |

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | | |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 | excellent | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called | called | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | |
| 13. | Please rate the service technician on the following: | | | | | | | | | |
| | Very Poor Excellent | | | | | | | | | |
| | Professionalism | | | | | | | | | |
| | Knowledgeable □1 □2 □3 □4 □5 □6 □7 □8 □9 № 10 | | | | | | | | | |
| | Explanation of Repair | Did Not Explain | | | | | | | | |
| 14a. | 4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | | |
| 1 4b. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable. Other | | | | | | | | | |
| 15a. | 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! | | | | | | | | | |
| | Comments: | | | | | | | | | |
| - | | | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: (, | ed. | | | | | | | | |

(OVER)



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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedic | | quality service | | | | | | | ur home. We are e take a minute to |
|-------|--------------------------------------|-----------------------|-------------------------------------|-------------|---------------------------|-----------|------------|--------------|---------------------------------------|
| 1. | Where have you Newspape Google Other | er 🔲 Fi | about WNY Pluriend sed us Before | B | Billboard .ogo on Trud | | Y) | · | |
| | | | | OVER | <u>ALL</u> | | | | |
| 2. | Considering ever with our most re | | | the compl | letion of the r | epair, ho | w satisf | ied or dissa | atisfied were you |
| | Extremely Dissatisfied | □1 □2 | <u>3</u> 4 | <u></u> 5 | □6 □7 | 8 | × 9 | <u> </u> | Extremely Satisfied |
| 3. | To what extent d | lid this repair se | rvice meet you | r expectat | tions? | | | | |
| | Fell Far Below Your Expectations | □1 □2 | <u>3</u> 4 | <u></u> 5 | □6 □7 | 8 | × 9 | <u> </u> | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair service. | How well did V | VNY Plum | bing compare | e with yo | our ideal | ? | |
| | Very Far From Your Ideal | ☐1 ☐2 | <u>3</u> 4 | <u></u> 5 | □6 □7 | 8 | <u> </u> | <u> </u> | Matches Your Ideal |
| 5. | How likely or unl | likely are you to | use WNY Plum | bing the r | next time you | need pli | umbing : | service? | |
| | Definitely Will Not Use Next Time | □1 □2 | □3 □4 | <u></u> 5 | □ 6 □ 7 | 8 | Ø 9 | <u> </u> | Definitely Will Use Next Time |
| 6. | How likely or unl | likely are you to | recommend W | NY Plumb | ing Services | to a frie | nd? | | |
| | Definitely Will Not Recommend | □1 □2 | <u>3</u> 4 | <u></u> 5 [| □ 6 □ 7 | 8 | 9 | 10 | Definitely Will Recommend |
| 7. | Please rate the t | elephone repres | sentative on the | following | g: | | | | |
| | _ | Very Poor | | | | | | Excellent | |
| | Overall | □1 □2 | ☐ 3 ☐ 4 | <u></u> 5 | □ 6 □ 7 | 8 | 9 | <u> </u> | |
| | Courteous | □ 1 □ 2 | ☐3 ☐4 | <u></u> | □ 6 □ 7 | 8 | 9 | 10 | |

□1 □2 □3 □4 □5 □6 □7 □8 □9 ဩ10

| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | | | | | | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called | | | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day | | | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes \(\sum \) 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) | | | | | | | | | | |
| 1 4b. | the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | | | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | | | |
| | Trustworthiness 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: CRNICIANS (NOULD BE ORDSOES SMEE CONERS FOR THER WORK BOOTS If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | | | |





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Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Billboard **Friend** Newspaper Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely** 4 5 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded **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 8 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** Courteous

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | | | |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 | | | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called 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 | | | | | | | | | | |
| 13. | Please rate the <u>service technician</u> on the following: | | | | | | | | | | |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | | | |
| | | | | | | | | | | | |
| 14a. 1 4b. | As. Did we complete the repair on our first trip to your home? | | | | | | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | | | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc | | | | | | | | | | |
| | Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | | | |



RECEIVED
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Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) X Friend Billboard Newspaper Logo on Truck Used us Before Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 4 <u>|</u>5 **_**16 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 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

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







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| dedi | | quality | | | | | | | | | | our home. We are e take a minute to |
|------|---------------------------------------------------------|---------------------|----------|----------------------------|-----------|-----------|------------|------------|-----------|------------|--------------|-------------------------------------|
| 1. | Where have you Newspape Google Other | | | about \ riend sed us | | | Billboa | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | _1 | 2 | 3 | 4 | <u></u> 5 | □6 | 7 | 8 | 9 | 10 | Extremely Satisfied |
| 3. | To what extent d Fell Far Below Your Expectations | id this ro | epair se | rvice m | eet you | r 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 | VNY Plui | mbing o | compare | with vo | ur idea | l? □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 | <u> </u> | _2 | Пз | <u></u> 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are | e you to | recomr | nend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u> </u> | 2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | 10 | Definitely Will Recommend |
| 7. | Please rate the to | elephone Very Po | | sentativ | e on the | following | ng: | | | | Excellent | |
| | Overall | <u> </u> | 2 | <u></u> 3 | 4 | <u></u> 5 | <u> </u> | 7 | 8 | 9 | 1 0 | |
| | Courteous | <u> </u> | <u>2</u> | <u></u> 3 | <u>4</u> | <u></u> 5 | <u></u> 6 | 7 | 8 | <u> </u> | 10 | |
| | Knowledgeable | 1 | 2 | <u></u> 3 | 4 | <u></u> 5 | <u> </u> | 7 | 8 | 9 | 10 | (OVFR) |

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | | | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent | | | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called | | | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. 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. | 2. 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) | | | | | | | | | | |
| 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 Please check this box if you will also use an online rating service, Thank you! | | | | | | | | | | |
| - | 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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Knowledgeable

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| | QUESTIONS ABOUT SCHEDULING | | | | | | | | | | |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called | | | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? | | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | | | | | | |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▼10 | | | | | | | | | | |
| | | | | | | | | | | | |
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| | 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. | 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 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 5 10 Extremely Satisfied | | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | | | |
| | Trustworthiness In their Work Trustworthiness Trustwor | | | | | | | | | | |
| | Comments: | | | | | | | | | | |
| | too many questions | | | | | | | | | | |
| | 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

| dedic | would like to thar cated to providing ver this important | quality | service | g WNY . In ord | Plumbir er to he | ng the o elp us im | pportur prove o | nity to s our qual | ervice t ity of se | the plunervice to | nbing in yo you, pleas | our home. We are e take a minute to |
|-------|----------------------------------------------------------------|-----------------------|----------------------|----------------------------|---------------------|-----------------------|--------------------|-----------------------|-----------------------|-------------------|---------------------------|-------------------------------------|
| 1. | Where have you Newspape Google Other | | F | about V riend sed us | | | Billboa | | | Y) | | |
| | | | | | | OVEF | RALL | | | | | |
| 2. | Considering ever with our most re | rything f cent plu | from you ımbing ı | ır initial epair? | call to 1 | the comp | pletion | of the re | epair, ho | w satis | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | <u> </u> | 2 | 3 | 4 | <u></u> 5 | □ 6 | _7 | 8 | 9 | 1 0 | Extremely Satisfied |
| 3. | To what extent d | id this r | epair se | rvice m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | <u> </u> | _2 | 3 | 4 | <u></u> 5 | □ 6 | 7 | 8 | 9 | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair s | service. | How w | ell did V | VNY Plur | mbing o | compare | with yo | our idea | l? | |
| | Very Far From Your Ideal | <u> </u> | 2 | 3 | 4 | 5 | □ 6 | 7 | 8 | 9 | 10 | Matches Your Ideal |
| 5. | How likely or unl | likely 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 | _2 | Пз | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | □ 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | likely are | e you to | recomr | nend W | NY Plum | nbing Se | ervices 1 | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u> </u> | 2 | 3 | <u>4</u> | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | 10 | Definitely Will Recommend |
| 7. | Please rate the t | elephon Very Po | - | <u>sentativ</u> | e on the | followir | ng: | | | | Excellent | |
| | Overall | 1 | 2 | <u></u> 3 | 4 | <u></u> 5 | <u></u> 6 | 7 | □ 8 | <u> </u> | 1 0 | |
| | Courteous | □ ₁ | \square_2 | | \square_{A} | \Box_5 | \Box_6 | \square_7 | Па | Па | 10 | |

□1 □2 □3 □4 □5 □6 □7 □8 □9 ፱10

| | 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. Med. Thurs. Fri. Sat. No particular day | | | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | | |
| 13. | Please rate the service technician 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 Other | | | | | | | | | | |
| 15a. | If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | | | |
| 15b. | | | | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 | | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | | | |
| | Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! | | | | | | | | | | |
| | Comments: | | | | | | | | | | |
| | | | | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | | | |





Very Poor

Overall

Courteous

Knowledgeable

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. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other IM IN NEW BUILD BY MARANNO + WNY 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 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** 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:

(OVER)

Excellent

| | QUESTIONS ABOUT SCHEDULING | | | | | | | | | | |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called | | | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | | | | | | |
| | Professionalism Very Poor Excellent 1 2 3 4 5 6 7 8 9 10 | | | | | | | | | | |
| | Knowledgeable | | | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | | | |
| 140. | If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit — SLOW LEAK NOT DETECTED ON OR TO WHAT 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 | | | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | | | |
| | Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 1 | | | | | | | | | | |
| | Comments: VERY SATISFIED WITH PROMPTIVESS + PROFESSIONALISM | | | | | | | | | | |
| Post. | 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 | seen or | r heard | about V | MNY PIL | ımbing? | ' ("X" <i>F</i> | ALL THA | T APPL | Y) | | |
|----|--------------------------------------|---------------------|--------------------|----------------------|-----------|-------------|-----------------|-------------|------------|----------|---------------|----------------------------------|
| | Newspape | er | ☐ Fr | riend | | | Billbo | ard | | | | |
| | Google | | U | sed us | Before | | Logo | on Truc | k | | | |
| | Other P | ergu | 200 | | | | | | | | | |
| | | 0 | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | ything focent plu | rom you mbing 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 | <u> </u> | 2 | 3 | <u></u> 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | 9 | 10 | Extremely Satisfied |
| 3. | To what extent d | id this re | epair se | rvice m | eet you | r expect | ations? | | | | ~ . | |
| | Fell Far Below Your Expectations | 1 | 2 | 3 | 4 | <u></u> 5 | <u>6</u> | <u> </u> | 8 | 9 | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair s | ervice. | How w | ell did V | VNY Plui | mbing o | compare | with yo | our idea | ıl? | |
| | Very Far From Your Ideal | <u> </u> | 2 | 3 | 4 | <u></u> 5 | □ 6 | 7 | 8 | 9 | 10 | Matches Your Ideal |
| 5. | How likely or unl | ikely are | you to | use WN | IY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | <u> </u> | _2 | Пз | 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are | you to | recomr | nend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u></u> 1 | 2 | <u></u> 3 | <u></u> 4 | <u></u> 5 | □ 6 | _7 | □ 8 | <u> </u> | 10 | Definitely Will Recommend |
| 7. | Please rate the to | elephone Very Po | | <u>entativ</u> | e on the | followin | ng: | | | | Excellent | |
| | Overall | | \square_2 | \square_3 | \Box_4 | \square_5 | П6 | \square_7 | □ 8 | П9 | 1 0 | |
| | Courteous | 1 | 2 | 3 | 4 | 5 | | 7 | ■8 | 9 | 10 | |
| | Knowledgeable | 1 | 2 | 3 | 4 | 5 | <u>6</u> | 7 | 8 | 9 | 10 | (OVER) |

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





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedic | | quality | | | | | | | | | | our home. We are e take a minute to |
|-------|---------------------------------------|--------------------|----------|----------------------------|---------------|------------|------------|-------------|-----------|------------|--------------|-------------------------------------|
| 1. | Where have you Newspape Google Other | | ☐ Fi | about \ riend sed us | | | Billboa | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | <u> </u> | 2 | 3 | <u>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 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 | 1 | 2 | 3 | <u></u> 4 | 5 | <u> </u> | □ 7 | 8 | <u> </u> | ⊠10 | 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 | <u> </u> | 2 | Пз | <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 | recomr | mend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | <u> </u> | 2 | 3 | 4 | <u></u> 5 | □ 6 | □ 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 | □ 1 | 2 | □3 | 4 | <u></u> 5 | □ 6 | 7 | ■8 | X 9 | <u> </u> | |
| | Courteous | □₁ | | | \square_{A} | \Box_{5} | Пе | \square_7 | По | \square | 10 | |

□5 □6 □7 □8 ☒9 □10

| | QUESTIONS ABOUT SCHEDULING | | | | | | | |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. Mo 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 | | | | | | | |
| | | | | | | | | |
| | Did Not | | | | | | | |
| | 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. | 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 Their Work | | | | | | | |
| 1 | comments: 'I Failed' to menhaned I was a senior and didnot take advantage of a senior citizen discount, I previously had | | | | | | | |
| 107 | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | |





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 15 16 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 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 Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor Overall** Courteous

| | QUESTIONS ABOUT SCHEDULING | | | | | | |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | | |
| | Professionalism | | | | | | |
| | Knowledgeable | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | |
| 14a. | 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 5 10 Extremely Satisfied | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | |
| | Trustworthiness Standing Behind Their Work Their Work Trustworthiness Trustworthiness Trustworthiness Their Work Their | | | | | | |
| | Comments: Very Diseased! Mike did on Excellent jub! Thanks The bent | | | | | | |
| | 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

| | icated to providing wer this important | | | . In ord | ler to he | elp us in | nprove | our qual | ity of se | ervice to | o you, pleas | e take a minute |
|-----|-------------------------------------------|-----------------------|----------------------|----------------------------|------------|------------|------------|------------|------------|------------|---------------|----------------------------------|
| 1. | Where have you Newspape Google Other | ı seen o | r heard | about \ riend sed us | | | Billbo | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | rything f cent plu | from you umbing i | ur initial repair? | call to | the com | pletion | of the re | epair, ho | w satis | sfied or diss | atisfied were you |
| | Extremely Dissatisfied | □ 1 | _2 | □3 | <u></u> 4 | <u></u> 5 | □ 6 | _7 | □ 8 | <u> </u> | 1 0 | Extremely Satisfied |
| 3. | To what extent d | lid this r | epair se | rvice m | eet you | r expect | tations? | • | | | | |
| | Fell Far Below Your Expectations | <u> </u> | 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 \ | NNY Plu | mbing (| compare | e with yo | our idea | al? | |
| | Very Far From Your Ideal | □ 1 | 2 | □3 | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u></u> 9 | 10 | Matches Your Ideal |
| 5. | How likely or un | likely ar | e you to | use WN | NY Plum | bing the | e next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | | <u> </u> | □3 | <u></u> 4 | <u></u> 5 | □ 6 | 7 | □8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or un | likely ar | e you to | recomi | mend W | /NY Plun | nbing S | ervices | to a frie | nd? | . / | |
| | Definitely Will Not Recommend | 1 | <u>2</u> | □ 3 | <u>4</u> | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | Zω | Definitely Will Recommend |
| 7. | Please rate the t | <u>elephor</u> | ne repre | <u>sentativ</u> | e on the | e followi | ng: | | | | | |
| 900 | 1 | Very Po | oor | | | | | (======= | | | Excellent | |
| · A | Overall | 1 | 2 | 3 | 3 4 | 115 | <u>L</u> 6 | الحل | 8 | 9 | 10 | |
| | Courteous | □1 | 2 | 3 | □4 | 5 | □6 | | 8 | 9 | 10 | |
| J | Knowledgeable | PM | 10/20 | 3 | 14 | П 5 | □ 6 | □ 7 | □8 | □ 9 | 10 | (OVED) |

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

| | QUESTIONS ABOUT SCHEDULING | |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellence | ent |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called | ∍d _. |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | |
| 13. | Please rate the <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 Expla | 1 1 |
| 14a. | a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | |
| 1 4b. | b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | |
| 15a. | 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 2 | |
| | 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: VDU AWS ONE GIVE | 21 |
| , | | |
| | If you would like us to call you, please fill in your telephone number: () | Hory |





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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedic | | quality service | | | | | | | ur home. We are e take a minute to |
|-------|---------------------------------------|-------------------------------------|-------------------------------------|---------------------|-------------------------------|-----------|-----------|---------------|---------------------------------------|
| 1. | Where have you Newspape Google Other | er 🔲 F | about WNY Pluriend sed us Before | Billb | 'ALL THA oard o on Truc | | Y) | | |
| | | | | OVERAL | L | | | | |
| 2. | Considering ever with our most re | rything from you cent plumbing i | ur initial call to tepair? | the completion | n of the re | epair, ho | w satist | fied or dissa | atisfied were you |
| | Extremely Dissatisfied | □1 □2 | ☐3 ☐4 | <u></u> 5 | 6 | 8 | <u> </u> | 1 0 | Extremely Satisfied |
| 3. | To what extent d | id this repair se | rvice meet you | r expectation | s? | | | | |
| | Fell Far Below Your Expectations | □1 □2 | <u>3</u> 4 | □5 □ | 6 | 8 | <u> </u> | 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair service. | How well did V | VNY Plumbin | g compare | e with yo | our idea | l? | |
| | Very Far From Your Ideal | □1 □2 | <u>3</u> 4 | □5 □ | 6 | 8 | 9 | 1 10 | Matches Your Ideal |
| 5. | How likely or unl | ikely are you to | use WNY Plum | bing the next | time you | need plu | umbing | service? | |
| | Definitely Will Not Use Next Time | □1 □2 | <u></u> | 5 | 6 🔲 7 | 8 | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | ikely are you to | recommend W | NY Plumbing | Services | to a frie | nd? | | |
| | Definitely Will Not Recommend | □1 □2 | □3 □4 | □ 5 □ | 6 🔲 7 | 8 | <u></u> 9 | X 10 | Definitely Will Recommend |
| 7. | Please rate the to | elephone repres | sentative on the | following: | | | | | |
| | _ | Very Poor | | | | | | Excellent | |
| | Overall | □1 □2 | ☐ 3 ☐ 4 | □5 □6 | \Box 7 | 8 | 9 | 10 | |
| | Courteous | 1 2 | ☐ 3 ☐ 4 | □5 □6 | 7 | 8 | <u> </u> | 10 | |

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☑ 10

| | QUESTIONS ABOUT SCHEDULING | | | | | | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | |
| 13. | Please rate the service technician on the following: | | | | | | |
| | Professionalism 1 | | | | | | |
| | Knowledgeable | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain | | | | | | |
| 14a. | Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | |
| 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 10 Extremely Satisfied | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 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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Knowledgeable

| dedic | | quality service | | | | | n your home. We are lease take a minute to |
|-------|--------------------------------------|--------------------|-------------------------------------|-----------------------|-----------------|------------------|-----------------------------------------------|
| 1. | Where have you Newspape Google Other | er 🔲 F | about WNY Pluriend sed us Before | Billboa | | PLY) | |
| | | | | OVERALL | | | |
| 2. | Considering ever with our most re | | | the completion | of the repair, | how satisfied or | dissatisfied were you |
| | Extremely Dissatisfied | □1 □2 | <u>3</u> 4 | □ 5 □ 6 | 7 | 8 🗆 9 📈 10 | Extremely Satisfied |
| 3. | To what extent d | lid this repair se | ervice meet you | r expectations? | | | |
| | Fell Far Below Your Expectations | □1 □2 | 3 4 | □ 5 □ 6 | 7 | 8 🗆 9 📈 10 |) Far Exceeded Your Expectations |
| 4. | Imagine an ideal | l repair service. | How well did V | VNY Plumbing o | compare with | your ideal? | |
| | Very Far From Your Ideal | □1 □2 | □3 □4 | □5 □6 | 7 | 8 🗆 9 🔯 10 |) Matches Your Ideal |
| 5. | How likely or un | likely are you to | use WNY Plum | bing the next ti | me you need | plumbing service | e? |
| | 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 un | likely are you to | recommend W | NY Plumbing So | ervices to a fr | riend? | |
| | Definitely Will Not Recommend | □1 □2 | □3 □4 | □ 5 □ 6 | 7 | 8 🗆 9 📈 10 | Definitely Will Recommend |
| 7. | Please rate the <u>t</u> | elephone repre | sentative on the | e following: | | | |
| | | Very Poor | | 0 | | Excelle | ent |
| | Overall | □1 □2 | ☐ 3 ☐ 4 | □5 □6 | 7 | 3 🔲 9 💢 10 |) |
| | Courteous | □1 □2 | ☐3 ☐4 | □ 5 □ 6 | 7 2 | 3 🗆 9 🔯 10 |) |

 \square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10

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



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| dedi | | g quality service | | | | | | | | our home. We are e take a minute to |
|------|----------------------------------------------------|------------------------------|----------------------------------------|-------------|------------|------------|-----------|------------|------------------|-------------------------------------|
| 1. | Where have you Newspape Google Other | er 🔲 F | l about WNY F riend Ised us Befo | | Billboa | | | Y) | | |
| | | | | OVEF | RALL | | | | | |
| 2. | Considering eve with our most re | | | the com | 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 | 9 | 1 0 | Extremely Satisfied |
| 3. | To what extent of Fell Far Below Your Expectations | did this repair se | ervice meet yo | ur expect | ations? | 7 | <u>8</u> | <u> </u> | 1 0 | Far Exceeded Your Expectations |
| 4. | Imagine an idea Very Far From Your Ideal | l repair service. | How well did | | mbing c | compare | with yo | our idea | l? △10 | Matches Your Ideal |
| 5. | How likely or un | likely are you to | use WNY Plu | mbing the | next tir | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | □1 □2 | <u>3</u> <u>4</u> | 5 | <u>6</u> | □ 7 | <u> </u> | <u> </u> | 10 | Definitely Will Use Next Time |
| 6. | How likely or un | likely are you to | recommend ' | WNY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | □1 □2 | <u>3</u> 4 | 5 | □ 6 | □ 7 | 8 | <u> </u> | ⊠ 10 | Definitely Will Recommend |
| 7. | Please rate the t | telephone repre Very Poor | <u>sentative</u> on th | ne followir | ng: | | | | Excellent | |
| | Overall | □1 □2 | □3 □4 | <u></u> 5 | <u></u> 6 | 7 | 8 | <u> </u> | 1 0 | |
| | Courteous | 1 2 | ☐3 ☐4 | <u></u> 5 | 6 | 7 | 8 | <u> </u> | 10 | |
| | Knowledgeable | □ 1 □ 2 | ☐3 ☐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 1 2 3 4 5 6 7 8 9 10 Excellent | | | | | | | | |
| 9. | What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Longer than three days after I called | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | |
| 13. | Please rate the <u>service technician</u> on the following: | | | | | | | | |
| | Very Poor Excellent | | | | | | | | |
| | Professionalism | | | | | | | | |
| | Knowledgeable | | | | | | | | |
| | Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain | | | | | | | | |
| 14a. | 4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | |
| 1 4b. | 4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: | | | | | | | | |
| | Very Poor Trustworthiness Standing Behind Their Work Their Work Trustworthiness Standing Behind Their Work 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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4425 Walden Avenue Lancaster, NY 14086

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

| 1. | Where have you Newspape Google Other | | ard about \ Friend Used us | | | Billboa | | | Y) | | |
|----|---------------------------------------|--------------------------|------------------------------|------------|-----------|------------|------------|------------|------------|--------------|----------------------------------|
| | | | | | OVEF | RALL | | | | | |
| 2. | Considering ever with our most re | | | call to th | ne comp | oletion (| of the re | pair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | □1 | 2 🔲 3 | <u></u> 4 | <u></u> 5 | □ 6 | _7 | 8 | 2 9 | <u> </u> | Extremely Satisfied |
| 3. | To what extent d | id this repai | r service m | eet your | expecta | ations? | | | | | |
| | Fell Far Below Your Expectations | 1 | 2 | 4 | <u></u> 5 | □6 | 7 | 8 | X 9 | <u> </u> | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair servi | ice. How w | ell did W | 'NY Plur | nbing c | ompare | with yo | our idea | l? | |
| | Very Far From Your Ideal | 1 | 2 | 4 | <u></u> 5 | <u>6</u> | □7 | 8 | × 9 | <u> </u> | Matches Your Ideal |
| 5. | How likely or unl | ikely are yo | u to use Wi | NY Plumb | ing the | next tir | ne you | need plu | umbing | service? | |
| | Definitely Will Not Use Next Time | □1 □ | 2 | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | <u> </u> | 9 | <u> </u> | Definitely Will Use Next Time |
| ô. | How likely or unl | ikely are yo | u to recom | mend WN | IY Plum | bing Se | ervices 1 | to a frier | nd? | | |
| | Definitely Will Not Recommend | □1 □ | 2 | <u></u> 4 | <u></u> 5 | <u></u> 6 | 7 | 8 | Ø 9 | <u> </u> | Definitely Will Recommend |
| 7. | Please rate the te | elephone re Very Poor | <u>presentativ</u> | e on the | followir | ng: | | | | Excellent | |
| | Overall | 1 | 2 🔲 3 | 4 | 5 | <u>6</u> | 7 | 8 | <u> </u> | ⊠ 10 | |
| | Courteous | 1 | 2 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| | Knowledgeable | 1 | 2 3 | <u>4</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. Med. Thurs. Fri. Sat. No particular day | | | | | | | | |
| 11. | . Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? Yes No | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | |
| 13. | Please rate the service technician on the following: Very Poor Excellent | | | | | | | | |
| | Professionalism | | | | | | | | |
| | Knowledgeable | | | | | | | | |
| | Firstensian of Respire | | | | | | | | |
| | | | | | | | | | |
| 1 4b. | 4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) 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 No work 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: | | | | | | | | |
| | 7. 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: | | | | | | | | |
| - | | | | | | | | | |
| | 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

| dedic | | quality | service | | | | | | | | | our home. We are e take a minute to |
|-------|---------------------------------------|------------|-----------|----------------------------|-----------|-----------|------------|------------|------------|------------|--------------|----------------------------------------|
| 1. | Where have you Newspape Google Other | | F | about \ riend sed us | | | Billbo | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | □ 1 | 2 | 3 | <u></u> 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u> </u> | 1 0 | Extremely Satisfied |
| 3. | To what extent d | id this r | repair se | rvice m | eet you | r expect | ations? | | | | | |
| | 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 w | ell did V | VNY Plui | mbing o | ompare | with yo | our idea | l? | |
| | Very Far From Your Ideal | <u> </u> | 2 | 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 WN | IY Plum | bing the | next ti | me you | need pl | umbing | service? | |
| | Definitely Will Not Use Next Time | <u> </u> | _2 | Пз | 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 | Пз | 4 | <u></u> 5 | □ 6 | □ 7 | 8 | <u></u> 9 | 10 | Definitely Will Recommend |
| 7. | Please rate the to | elephor | ne repres | sentativ | e on the | followi | ng: | | | | | |
| | | Very P | oor | | | | | | | | Excellent | |
| | Overall | □1 | 2 | □3 | 4 | <u></u> 5 | □6 | 7 | 8 | <u> </u> | ☑10 | |
| | Courteous | 1 | 2 | ☐ 3 | 4 | 5 | 6 | 7 | □ 8 | 9 | × 10 | |

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☑ 10

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

RECEIVED NOV 3 0 2022



www.wnyplumbing.com

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) Billboard Newspaper **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** 4 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 4 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 ___5 Your Ideal Your Ideal 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** 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 Three days after I called Three days after I called | | | | | | | | |
| 10. | Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day | | | | | | | | |
| 11. | Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time | | | | | | | | |
| 12. | Were you contacted by phone to confirm the appointment? | | | | | | | | |
| | QUESTIONS ABOUT THE REPAIR ITSELF | | | | | | | | |
| 13. | Please rate the <u>service technician</u> on the following: | | | | | | | | |
| | Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 | | | | | | | | |
| | Explanation of Repair 1 1 2 13 14 15 16 17 18 19 10 Explain | | | | | | | | |
| 14a. | 4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE) | | | | | | | | |
| 1 4b. | 4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other | | | | | | | | |
| 15a. | Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order | | | | | | | | |
| 15b. | If a part had to be ordered, did we keep you informed about status? Yes No Not applicable | | | | | | | | |
| 16. | How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied | | | | | | | | |
| | QUESTIONS ABOUT WNY PLUMBING CO. | | | | | | | | |
| 17. | Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! | | | | | | | | |
| | Comments: | | | | | | | | |
| | | | | | | | | | |
| | If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. | | | | | | | | |





RECEAS & SO 2022

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

| dedi | | quality | service | | | | | | | | | our home. We are e take a minute to |
|------|--------------------------------------|------------|----------|----------------------------|-----------|-----------|------------|-----------|-----------|-----------|--------------|-------------------------------------|
| 1. | Where have you Newspape Google Other | | F | about \ riend sed us | | | Billboa | | | Y) | | |
| | | | | | | OVE | RALL | | | | | |
| 2. | Considering ever with our most re | | | | call to | the com | pletion | of the re | epair, ho | w satis | fied or diss | atisfied were you |
| | Extremely Dissatisfied | 1 | 2 | 3 | 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | \$40 | Extremely Satisfied |
| 3. | To what extent d | lid this r | epair se | ervice m | eet you | r expect | ations? | | | | | |
| | Fell Far Below Your Expectations | 1 | 2 | 3 | 4 | 5 | <u></u> 6 | 7 | 8 | 9 | 1 0 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | l repair : | service. | How w | ell did V | VNY Plui | mbing o | compare | with yo | our idea | l? | |
| | Very Far From Your Ideal | 1 | 2 | 3 | 4 | <u></u> 5 | □ 6 | 7 | 8 | <u> </u> | <u> </u> | Matches Your Ideal |
| 5. | How likely or un | 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 | □ 6 | 7 | 8 | 9 | ⊠ 10 | Definitely Will Use Next Time |
| 6. | How likely or unl | likely ar | e you to | recomi | mend W | NY Plum | nbing Se | ervices | to a frie | nd? | | |
| | Definitely Will Not Recommend | 1 | 2 | 3 | <u></u> 4 | 5 | □ 6 | 7 | 8 | 9 | 40 | Definitely Will Recommend |
| 7. | Please rate the <u>t</u> | elephon | e repre | <u>sentativ</u> | e on the | followi | ng: | | | | | |
| | | Very Po | oor | | | | | | | | Excellent | |
| | Overall | <u>1</u> | <u>2</u> | <u></u> 3 | <u></u> 4 | <u></u> 5 | <u>6</u> | ∐7 | 8 | <u></u> 9 | ½ 10 | |
| | Courteous | 1 | 2 | 3 | <u></u> 4 | 5 | <u> </u> | ∐7 | 8 | 9 | ½ 10 | |

 \square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10

| | QUESTIONS ABOUT SCHEDULING |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8. | Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent |
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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: |
| | 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. | 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 |
| | QUESTIONS ABOUT WNY PLUMBING CO. |
| L 17. | Discourate Western New Yerls Discouries as the following: |
| 17. | Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent Work Excellent Fixed lent Fixed len |
| | Comments: |
| - | |
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(OVER)



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Knowledgeable

| dedi | would like to thar cated to providing ver this important | quality service | | | | | | | |
|------|----------------------------------------------------------------|-------------------------|-------------------------------------|---------------|---------------------------------|-----------|--------------|------------|----------------------------------|
| 1. | Where have you Newspape Google Other | er 🔲 Fr | about WNY Pluriend sed us Before | Billi | " ALL THA board o on Truc | | Y) | | |
| | | | | OVERAL | <u>.L</u> | | | | |
| 2. | Considering ever with our most re | | | he completi | on of the r | epair, ho | w satisfied | l or dissa | tisfied were you |
| | Extremely Dissatisfied | □1 □2 | □3 □4 | <u></u> | 6 🔲 7 | 8 | % 9 [|]10 | Extremely Satisfied |
| 3. | To what extent d | lid this repair se | rvice meet you | r expectation | ıs? | | | | |
| | Fell Far Below Your Expectations | □1 □2 | <u>3</u> 4 | <u></u> 5 | 6 | 8 | × 9 [| 10 | Far Exceeded Your Expectations |
| 4. | Imagine an ideal | repair service. | How well did V | VNY Plumbir | g compare | e with yo | our ideal? | | |
| | Very Far From Your Ideal | □1 □2 | <u>3</u> 4 | <u></u> 5 | 6 | 8 | 2 9 |]10 | Matches Your Ideal |
| 5. | How likely or unl | likely are you to | use WNY Plum | bing the nex | t time you | need pl | umbing ser | rvice? | |
| | Definitely Will Not Use Next Time | □1 □2 | □3 □4 | <u></u> | 6 🔲 7 | 8 | 9 |]10 | Definitely Will Use Next Time |
| 6. | How likely or unl | likely are you to | recommend W | NY Plumbing | Services | to a frie | nd? | | |
| | Definitely Will Not Recommend | □1 □2 | □3 □4 | <u></u> 5 | 6 🔲 7 | □8 | 9 |]10 | Definitely Will Recommend |
| 7. | Please rate the t | elephone repres | sentative on the | following: | | | Ex | cellent | |
| | Overall | <u>1</u> 2 | □3 □4 | <u></u> | 6 🔲 7 | 8 | 9 |]10 | |
| | Courteous | \square_1 \square_2 | □ 3 □ 4 | 5 | 6 🔲 7 | □8 | 9 |]10 | |

☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10

| | QUESTIONS ABOUT SCHEDULING |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
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| | Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! |
| (8 4 | Comments: I vadacistand COD but we thought we would be billed. Muybe set up an account. It all worked out 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. |