





#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 210	Excellent							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called Two days after I called The day after I called Three days after I called	l 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.)								
12.	Were you contacted by phone to confirm the appointment? Yes \(\sum \text{No}\)								
	QUESTIONS ABOUT THE REPAIR ITSELF	1-131-24							
13.	Please rate the <u>service technician</u> on the following:	-							
	Very Poor Excellent								
	Professionalism								
	Knowledgeable	Did N.A							
	Explanation of Repair	Did Not Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
140.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
	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.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  How satisfied or dissatisfied were you with the time needed to complete the repair?								
10.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.	Sausticu							
17.	Please rate Western New York Plumbing on the following:								
	Very Poor  Trustworthiness  \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
-	Comments: Great Job !!!								
	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 provice	led.							





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dedi		quality	service									ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		⊠ F	about V riend sed us			Billboa			Y)		
			9 4 15			OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<b>×</b> 9	<b>□</b> 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	tations?					
	Fell Far Below Your Expectations	1	2	□3	<u></u> 4	5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>X</b> 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>	3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	9	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	Пз	<u></u> 4	5	□6	7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>2</u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<b>□</b> 8	<u></u> 9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the to	elephon	e repres	sentati <b>v</b>	e on the	followi	ng:					
		Very Po	oor		_					,	Excellent	
	Overall	□ 1	2	□3	<b>4</b>	5	<u>6</u>	7	<b>□</b> 8	<b>X</b> 9	<u> </u>	
	Courteous	<u> </u>	<u>2</u>	Пз	<b>4</b>	<u></u> 5	<b>6</b>	7	<b>□</b> 8	<b>9</b>	<b>⊠</b> 10	
	Knowledgeable	<b>□</b> 1	_2	□3	<b>4</b>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	□8	<b>9</b>	<b>10</b>	(OVER)

PRICE Was aWFUL HIGH!

	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         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)							
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
	If a part had to be ordered, did we keep you informed about status?							
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:							
	CHEAN - an aSSET TO Your company!							
	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.							



NOV 0 9 2023

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Pot

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	cated to providing wer this important		. In order to he	elp us improve (	our qual	ity of se	rvice to	you, pleas	e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before	Billbo			Y)		
				OVERALL					
2.	Considering ever with our most re			the completion	of the re	epair, ho	w satist	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3 4	<b>□</b> 5 <b>□</b> 6	<b>□</b> 7	8	<b>9</b>	<u> </u>	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	r expectations?	•				
	Fell Far Below Your Expectations	12	<u>3</u> <u>4</u>	☐5 ☐6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	☐3 ☐4	□5 □6	<b>□</b> 7	8	<b>2</b> 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next ti	me you	need pl	umbing	service?	٠
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	<b>□</b> 5 <b>□</b> 6	7	8	<u> </u>	<b>2</b> 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	<b>□</b> 5 <b>□</b> 6	7	8	<u></u> 9	<b>2</b> 10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	e following:					
		Very Poor			_	_		Excellent	
	Overall	12	<b>□</b> 3 <b>□</b> 4	<b>□</b> 5 <b>□</b> 6	7	8	<b>2</b> 9	10	
	Courteous	<u> </u>	☐3 ☐4	<b>□</b> 5 <b>□</b> 6	7	8	<b>29</b>	<u> </u>	
	Knowledgeable	<u> </u>	<u>3</u> 4	<b>□</b> 5 <b>□</b> 6	7	■8	<b>2</b> 9	<u> </u>	(OVER)

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  Excellent							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called  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  Very Poor  Excellent  Professionalism  1 2 3 4 5 6 7 8 9 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) No (CONTINUE)							
14b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
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15b.	The partitude to be discosed, and the needs yet amenined about statute.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments: Very Good Service, Pat was Grent! Regsonable Cost & Service was Exellent: Will refer to others.							
	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 0 9 2023

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Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	l about WNY Pli riend Ised us Befor	Bil	(" ALL THA board go on Trud		<b>Y</b> )		
				<b>OVERA</b>					
2.	Considering ever with our most re-	rything from yo cent plumbing	ur initial call to repair?	the complet	ion of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u>1</u> 2	□3 □4	<u></u> 5	<b>6</b> □7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair so		r expectation	ns?			M	Far Exceeded
	Your Expectations	<u></u> 1	<b>□</b> 3 <b>□</b> 4	<u></u> 5	]6 ∐7	8	<u></u> 9	∠10	Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbi	ng compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1 2	□3 □4	<u></u> 5	<b>]</b> 6 <b>□</b> 7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the ne	xt time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	<b>]</b> 6 <b>□</b> 7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plumbin	g Services	to a frie	nd?		
	Definitely Will Not Recommend	12	<u>3</u> 4	<u></u>	<b>]</b> 6 <b>□</b> 7	8	<b>2</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	□1 □2	☐3 ☐4	□5	6 🔲 7	<b>□</b> 8	<b>Ø</b> 9	<u> </u>	
	Courteous	<u> </u>	<u>3</u> 4	<u></u> 5	6 🔲 7	8	<b>2</b> 9	<u> </u>	

 $\square$ 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 28 9 10  Excellent
9. What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called
10. Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11. Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12. Were you contacted by phone to confirm the appointment? Yes No
QUESTIONS ABOUT THE REPAIR ITSELF
13. Please rate the <u>service technician</u> on the following:
Professionalism
Knowledgeable
Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a. Did we complete the repair on our first trip to your home?
14b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
16. How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely
Dissatisfied
QUESTIONS ABOUT WNY PLUMBING CO.
17. Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  Standing Behind Their Work  Their Work  Please check this box if you will also use an online rating service, Thank you!  Excellent  To be a 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.



# RECEIVE! NOV 0 9 2023

# May Cook

(OVER)

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		quality servi								our home. We are e take a minute to
1.	Where have you  Newspape Google Other		rd about WN Friend Used us B		? ("X" A Billboa Logo o	ırd	•	Y)		
				OVE	RALL					
2.	Considering ever with our most re			II to the con	npletion (	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<b>1</b> 1	2 3	<b>□</b> 4 <b>□</b> 5	<u>6</u>	7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent of	lid this repair	service mee	t your expec	tations?					
	Fell Far Below Your Expectations	<u> </u>	2	<b>□</b> 4 <b>□</b> 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an idea	l repair servic	e. How well	did WNY Plu	ımbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	4 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 10	Matches Your Ideal
5.	How likely or un	likely are you	to use WNY	Plumbing th	e next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<b>4 5</b>	<u> </u>	7	8	<u> </u>	<u>  10</u>	Definitely Will Use Next Time
6.	How likely or un	likely are you	to recomme	nd WNY Plur	mbing Se	rvices 1	to a frier	nd?		
	Definitely Will Not Recommend	_1;	2 3	<b>4 5</b>	<b>□</b> 6	<u> </u>	<u>8</u>	<u></u> 9	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the t	elephone rep	<u>resentative</u> o	n the follow	ing:					
		Very Poor							Excellent	
	Overall	□1 □2	2 3 5	<b>4 5</b>	<u>6</u>	<u> </u>	8	9	⊠10	
	Courteous	□1 □2	2 🔲 3 🖺	<b>4 5</b>	<b>6</b>	7	8	9	<b>10</b>	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10

	QUESTIONS ABOUT SCHEDULING								
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<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
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	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!								
-	The service MAN WAS excellANT. YOU couldn't have a betten person working foryou								
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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

1.	Where have you	seen or	heard ab	out WNY F	Plumbing'	? ("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	Frie	nd		Billboa	ard				
	Google		Use	d us Befo	re 🔲	Logo	on Truc	k			
	Other - >	tarrai	no Ho	ne							
					OVE	RALL					
2.	Considering every	ything fro cent plun	om your i	nitial call to air?	o the com	pletion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied		2 _	3 🗆	<b>□</b> 5	<b>□</b> 6	<b>7</b>	8	<b>×</b> 9	<u> </u>	Extremely Satisfied
3.	To what extent di	d this rep	pair servi	ce meet yo	our expec	tations?					
	Fell Far Below Your Expectations	□1 [	2	]3	1 5	<b>□</b> 6	7	<b>8</b>	⊠9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. Ho	ow well did	I WNY Plu	mbing o	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	<b>□1</b> [	2 _	3 🗀	1 5	<u> </u>	<b>□</b> 7	8	<b>×</b> 9	<u> </u>	Matches Your Ideal
5.	How likely or unli	ikely are	you to us	e WNY Plu	mbing the	e next ti	me you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u> </u>	3 🗆	1	□6	7	<b>□</b> 8	⊠9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to re	commend	WNY Plun	nbing Se	ervices 1	o a frier	nd?		
	Definitely Will Not Recommend	<b>□1</b> [	2	3 🗆	1 □5	<u>6</u>	<b>□</b> 7	<b>□</b> 8	<b>×</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone	represen	tative on t	he followi	ng:					
		Very Poo	or							Excellent	
	Overall		<u> </u>	<b>]</b> 3	5	<b>□</b> 6	<b>□</b> 7	8	<b>X</b> 9	10	
	Courteous	<u> </u>	2	]3 □4	5	<b>□</b> 6	7	<b>□</b> 8	<b>X</b> 9	<u> </u>	
	Knowledgeable	<u> </u>	2	3 🔲 4	5	<b>□</b> 6	<b>□</b> 7	8	<b>X</b> 9	<b>□10</b>	(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  Don't remember
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13.	Please rate the service technician on the following:
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         ▼9         10
	Knowledgeable
	Explanation of Repair         1         2         3         4         5         6         7         8         9         10         Explain
14a.	Did we complete the repair on our first trip to your home?  Yes (SKIP TO Q.16)  No (CONTINUE)
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
	Trustworthiness  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:
	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.





#### 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) Newspaper Friend Billboard Logo on Truck Google Used us Before NEW-Other BUILD **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 8 9 🗙 10 Extremely 4 5 |6 | |7 3 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches \_\_\_4 \_\_3 5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will** × 10 **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 4 15 6 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								
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. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:  Very Poor  Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other  Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	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:								
-	SITUATION WITH EDRICE COLL								
	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

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**Excellent** 

(OVER)

#### 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) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 4 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 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.

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





#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedic		quality service								e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	l about WNY Pl riend Ised us Befor	re L	Billboa Logo o	rd		Y)		
				OVER	ALL					
2.	Considering ever with our most re			the comp	letion o	f the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet you	ır expecta	tions?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	5	□6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	I repair service	How well did	WNY Plum	nbing co	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	☐ 3 ☐ 4	<u></u> 5	<u> </u>	7	8	9	10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plun	nbing the	next tin	ne you	need pl	u <mark>mbing</mark>	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend V	VNY Plumb	oing Se	rvices t	o a frie	nd?		
	Definitely Will Not Recommend	□1 □2	3 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<u> 10</u>	Definitely Will Recommend
7.	Please rate the t	telephone repre Very Poor	sentative on th	e following	g:				Excellent	
	Overall	□1 □2	☐3 ☐4	<u></u> 5 [	<u> </u> 6	7	<u> </u>	<u> </u>	<b>1</b> 0	
	Courteous	□1 □2	<u>3</u> 4	<u></u> 5 [	<u></u> 6	7	8	<u></u> 9		
	Knowledgeable	□1 □2	□3 □4	<u></u> 5 [	<u> </u> 6	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 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									
	Explanation of Repair	Did Not  Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other									
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  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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4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

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5

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called  Three days after I called							
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. 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        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? Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\begin{array}{c ccccccccccccccccccccccccccccccccccc							
'	Comments:							
-								
	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.							



## RECEIVEL NOV 7 0 2023

#### www.wnyplumbing.com

8

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Logo on Truck Google Used us Before Other (Built our Harrano **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 14 5 6 8 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches \_\_5 \_\_3 4 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will** X10 **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7. Very Poor **Excellent** Overall

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called Two days after I called The day after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment?								
	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? X Yes (SKIP TO Q.16) No (CONTINUE)								
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:  Very Poor  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:  Pelas was extremely professional and pleasant: We would happely have him return  If you would like us to call you, please fill in your telephone number: () to our home.  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

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

1.	Where have you	seen or	heard	about V	VNY Plu	ımbing?	' ("X" <i>P</i>	LL THA	T APPL	Y)		
	Newspape	er	Fr	riend			Billboa	ard				
	Google			sed us	Before		Logo	on Truc	k			
	Other					7	3-					
n-i		No.			- 1 - 4	OVEF	RALL					Am see 12
0	Considering over	adhina fr	om vou	r initial	call to t			of the re	noir ho	w ootio	find or disc	atiafied were you
2.	Considering ever with our most red				Call to t	ine com	DIETION	or the re	epaii, 110	W Salis	ileu oi uiss	ausneu were you
	Extremely Dissatisfied	<b>□</b> 1	2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 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	<u></u> 4	5	<u></u> 6	<b>□</b> 7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	nbing o	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	<u></u> 1	2	3	4	<u></u> 5	<b>□</b> 6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	☑10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	ibing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u>1</u>	_2	<u></u> 3	<u></u> 4	5	<u>6</u>	_7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>entativ</u>	e on the	following	ng:				Excellent	
	Overall	<b>□</b> 1	$\square_2$	$\square_3$	<b>1</b> 4	<b>5</b>	6	$\square_7$	<b>8</b>	П9	10	
	Courteous	·								<u></u> 9	10	
			<u> </u>	<u></u>	<b>□</b> 4							
	Knowledgeable	<u></u> 1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	∐7	8	<u></u> 9	<b>△</b> 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 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)
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15b.	If a part had to be ordered, did we keep you informed about status? Yes \( \subseteq \text{No   No   Not applicable} \)
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind 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: Thank you!
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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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	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. 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								
(F	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Professionalism  Very Poor  Excellent  Professionalism  1								
	Knowledgeable              □             1	W. 1 M. 4							
	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)								
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other It was an Application of the product is unrepairable  Other It was an Application of the product is unrepairable								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
1.6.	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 provide	ed							

**Excellent** 

(OVER)



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

Please rate the <u>telephone representative</u> on the following:

**Very Poor** 

7

Overall

Courteous

Knowledgeable

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



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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality										ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		☐ Fr	about V iend sed us			Billboa			Y)		
			-	W		OVER	RALL					
2.	Considering ever with our most red				call to t	he comp	oletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	NY Plur	nbing o	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>⊠</b> 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	<b>□</b> 1	_2	Пз	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u> </u>	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend W	NY Plum	bing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	<b>□</b> 1	<u> </u>	<u> </u>	<u>4</u>	<u></u> 5	<u></u> 6	<b>7</b>	8	9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the to	elephone Very Po		<u>entative</u>	on the	followir	ng:				Excellent	
	Overall	<b>□</b> 1	<u>2</u>	<u></u> 3	<u></u> 4	5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	9	<b></b> 10	
	Courteous	<u> </u>	2	3	4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	<b>≥</b> 10	

 $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent								
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called 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. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment?								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:  Very Poor  Excellent								
	Professionalism 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?								
<b>1</b> 4b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
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  Please check this box if you will also use an online rating service, Thank you!								
	Comments: Tyler was wonderful. He called to let us know his								
	time of arrival. He was very professional and neat								
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



# NOV 2 7 2023



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4425 Walden Avenue Lancaster, NY 14086

dedi	would like to than cated to providing ver this important	quality service	g WNY Plumbir In order to he	ng the opporto Ip us improve	unity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 Fi	about WNY Plu iend sed us Before	Billbe			Y)		
				<b>OVERALI</b>					
2.	Considering ever with our most re-	ything from you cent plumbing r	r initial call to tepair?	the completion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<b>□1 □</b> 2	□3 □4	<u></u>	7	8	<u> </u>	<b>1</b> 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	rvice meet you	r expectations $\Box 5 \Box 6$		<u>8</u>	9	<b>X</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbing		with you	our idea	l? <b>\(\text{10}\)</b>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 4	<u></u>	7	<b>□</b> 8	<u> </u>	<b>1</b> 0	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	<u> </u>	□3 □4	<b>□</b> 5 <b>□</b> 6	7	8	9	X 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	following:		•		Excellent	
	Overall	□1 □2	□3 □4	<b>□</b> 5 <b>□</b> 6	7	□8	<u> </u>	X 10	
	Courteous	<u> </u>	□3 □4	<b>□</b> 5 <b>□</b> 6	7	8	<u></u> 9	<b>10</b>	
	Knowledgeable	□1 □2	□3 □4	<b>□</b> 5 <b>□</b> 6	7	<u> </u>	<u> </u>	<b>1</b> 0	· (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 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)	
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  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:	
-		
-	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.	



(OVER)



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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality serv									ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		Friend Used us	Before		Billboa			Y)		
			Fin 1		OVEF	RALL	The state of				
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	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	<u>×</u> 10	Extremely Satisfied
3.	To what extent di	id this repai	r service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	<u></u> 4	<u></u> 5	<b>6</b>	<b>□</b> 7	8	9	<b>1</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ce. How w	ell did V	VNY Plur	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<b>1</b>	2 3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	9	<b>X</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are yo	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	<u></u> 4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u></u> 9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor	presentativ	e on the	followin	ng:				Excellent	
	Overall	_1 _	2 3	<u>4</u>	<u></u> 5	<u></u> 6	7	<b>□</b> 8	9	710	
	Courteous	□1 □	2 🔲 3	<u>4</u>	5	<b>□</b> 6	7	<u> </u>	<u></u> 9	×10	

 $\square$ 5  $\square$ 6  $\square$ 7

3 4

	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 <u>service technician</u> on the following:								
	Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b. 15a.	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 warms for electrican to complete a part								
	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b. 16.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable  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								
F	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:								
-									
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#### 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) 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** 4 6 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. Fell Far Below Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches \_\_3 L 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** 

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





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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 seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

1.	Where have you	seen o	r heard	about \	NNY Plu	ımbing?	("X" <i>F</i>	ALL THA	T APPL	Y)		
	Newspape	r	F	riend			Billbo	ard				
	Google		U	sed us	Before	e 🗌	Logo	on Truc	k			
	Other TR	5 He	ati	ng 4	A/C							
						OVER	RALL					
2.	Considering ever with our most red				call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	<u> </u>	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>\( \)</b> 10	Extremely Satisfied
3.	To what extent di	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	5	<b>□</b> 6	7	8	<b>Ø</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	1?	
	Very Far From Your Ideal	1	<u>2</u>	3	4	5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 0	Matches Your Ideal
5.	How likely or unli	ikely are	e you to	use W	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	<b>□</b> 6	_7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	e you to	recomi	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<b>□</b> 1		3	$\Box_4$	$\square_5$	$\Box_6$	7	□8	<b>9</b>	X 10	
	Courteous										X 10	
				3	<u> </u> 4		o		<u> </u> 8		1	
	Knowledgeable	1	2	∐3	<u>4</u>	<u></u> 5	6	<u> </u>	<b>∐</b> 8	<u>9</u>	≥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								
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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 \(\sumsymbol{\text{No}}\) Yes								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: PAT was very friendly. I will request him next timescellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home?  Yes (SKIP TO Q.16)  No (CONTINUE)								
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
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	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: Excellent pricing, I was very pleased withall aspects of my service call. Will definitely use again.								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								