



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi	would like to than cated to providing ver this important	quality service	ng WNY Plumbi e. In order to h	ng the opportu elp us improve	nity to ser our quality	vice the plun of service to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 I	d about WNY Pl Friend Used us Befor	Billbo				
				OVERALL				
2.	Considering ever with our most re	ything from yo cent plumbing	our initial call to repair?	the completion	of the repa	air, how satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	<u> </u>	8	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair s		ur expectations		□ 8 □ 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service				vith your ideal	?	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plun	nbing the next	ime you ne	ed plumbing	service?	
	Definitely Will Not Use Next Time	□ 1 □ 2	□3 □4	□ 5 □ 6	□ 7 [8 🗌 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend W	/NY Plumbing S	Services to	a friend?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5 <u>6</u>	<u> </u>	8 🔲 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repro	esentative on the	e following:			Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □6	□ 7 [8 🔲 9	1 0	
	Courteous	□1 □2	□3 □4	□5 □6		8 🔲 9	X 10	
	Knowledgeable	□1 □2	☐3 ☐4	□5 □6	□7 [8 9	1 10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. 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 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.	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									
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness 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!									
-	professional Friendly, explained everything									
	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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Knowledgeable

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				OVERA	LL						
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	Extremely Dissatisfied	□ 1 □ 2	<u>3</u> 4	<u></u> 5	□ 6 □ 7	8	⊠ 9 □10	Extremely Satisfied			
3.	To what extent d	id this repair s	ervice meet you	r expectati	ons?						
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	□ 6 □ 7	8	⊠ 9 □10	Far Exceeded Your Expectations			
4.	Imagine an ideal	repair service	. How well did	NNY Plumb	ing compare	with yo	our ideal?				
	Very Far From Your Ideal	<u> </u>	<u>3</u> 4	<u></u> 5	□ 6 □ 7	8	⊠ 9 □10	Matches Your Ideal			
5.	How likely or unl	ikely are you t	o use WNY Plum	bing the ne	ext time you	need pli	umbing service?				
	Definitely Will Not Use Next Time	<u> </u>	<u>3</u> 4	<u></u> 5	6 7	8	⊠ 9 □10	Definitely Will Use Next Time			
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	Overall	1 72	\square_3 \square_4	□ ₅ □	16 □7	□ 8	№ 9 □10				
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2.	Considering ever with our most re	ything f cent plu	rom you Imbing r	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
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5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	Пз	<u></u> 4	<u></u> 5	□ 6	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plum	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall		2	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	7	8	Д 9	<u> </u>	
	Courteous	□₁	\square_2	\square_3	\square_{4}	\square_5	\Box_6	\square_7	Па		Г Й 10	

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	Knowledgeable									
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	Extremely Dissatisfied 1									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness									
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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) Newspaper Friend Billboard 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 15 **Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 5 6 |7 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** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor Overall**

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9									
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1.	Where have you Newspape Google Other	- 1	Frier			P ("X" A Billboa Logo o	ard		Y)		
					OVE	RALL					
2.	Considering ever with our most re	rything fro cent plum	om your ir obing repa	nitial call to air?	the com	pletion o	of the re	epair, ho	w satis	fied or dissa	atisfied were you
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3.	To what extent d	lid this rep	air servi	ce meet you	ır expect	ations?					
	Fell Far Below Your Expectations	□1 [<u> </u>	3 🔲 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. Ho	w well did \	WNY Plu	mbing c	ompare	with yo	our idea	l?	
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	Definitely Will Not Use Next Time	□1 [<u></u>	3 🗆4	<u></u> 5	□ 6	□ 7	8	<u>×</u> 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are y	you to red	commend W	/NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□ 1 [<u> </u>	3 🗌4	<u></u> 5	□ 6	□ 7	8	X 9	□ 10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone Very Poo		tative on the	e followi	ng:				Excellent	
	Overall	□1 [] 2 [3 🔲4	<u></u> 5	□ 6	7	□8	9	□10	
	Courteous	□1 []2 [3 🔲 4	<u></u> 5	□ 6	7	8	× 9	□ 10	

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7.	Please rate the to	elephone rep Very Poor	resentativ	e on the	followii	ng:				Excellent	
	Overall		$2 \square_3$	\Box_4	\square_5	П ₆	□ ₇	□ 8	П9	□ ₁₀	

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15b.	·
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	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!
	Patrick, our technician, did a great job + I'll be a repeat customer!
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



(OVER)





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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		F	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were yo with our most recent plumbing repair?									atisfied were you		
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	<u></u> 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	<u> </u>	7	8	9	1 0	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		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	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	likely are	e you to	recomr	nend W	NY Plum	bing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	5	□ 6	7	8	<u> </u>	<u>X</u> 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followin	ng:				Excellent	
	Overall	□ 1	\square_2	П з	4	□ 5	□ 6	□ 7	8	<u> </u>	×10	
	Courteous		\square_2		\square_{4}	\square_5		7	Пв	Па	<u></u>	

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

dedi	would like to than cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the opportu Ip us improve	nity to se our qualit	ervice th ty of sei	ne plun rvice to	nbing in yo you, pleas	ur home. We are a take a minute to		
1.	Where have you Newspape Google Other	er 🔲 F	riend sed us Before	Billbo	ard on Trucl	K		for and	newly constructed		
				OVERALL				pat	io home.		
2.	Considering ever with our most re	rything from you cent plumbing i	ır initial call to t epair?	the completion	of the rep	pair, hov	w satis	fied or dissa	atisfied were you		
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	7	8	<u> </u>	⊠1 0	Extremely Satisfied		
3.	To what extent d	id this repair se	rvice meet you	r expectations?)						
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	7	8	<u> </u>	⊠10	Far Exceeded Your Expectations		
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur idea	l?			
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	□5 □6	7	8	9	⊠10	Matches Your Ideal		
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you r	need plu	ımbing	service?			
	Definitely Will Not Use Next Time	□1 □ 2	<u>3</u> 4	□5 □6	<u> </u>	8	<u> </u>	⊠ 10	Definitely Will Use Next Time		
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?										
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5 □ 6	<u> </u>	8	<u> </u>	⊠10	Definitely Will Recommend		
7.	Please rate the te	elephone repres	sentative on the	following:				Excellent			
	Overall	□1 □2	☐3 ☐4	□5 □6	7	<u> </u>	9	1 0			
	Courteous	\square 1 \square 2	□ 3 □ 4	□5 □6	□ 7	□8	9	X 10			

□1 **□**2 **□**3 **□**4 **□**5 **□**6 **□**7 **□**8 **□**9 **⊠**10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	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?
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!
<u></u>	From beginning to the end the experience Why Plumbing was EXCELLENT Domorrow Dyler is coming 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.

back up system







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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi		quality sei									ur home. We are e take a minute to
1.	Where have you Newspape Google Other	_	eard about W Friend Used us			Billboa			Y)		
					OVER	RALL					
 Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied with our most recent plumbing repair? 								atisfied were you			
	Extremely Dissatisfied	□1 □	2 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this repa	ir service me	et your	expecta	ations?					
	Fell Far Below Your Expectations	□1 □	2 3	4	<u></u> 5	<u></u> 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	vice. How we	ell did W	/NY Plun	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □	2 3	4	<u></u> 5	□6	7	8	9	1 10	Matches Your Ideal
5.	How likely or unl	likely are yo	ou to use WN	Y Plumb	oing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □	2 🔲 3	4	□ 5	□ 6	□ 7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	likely are yo	ou to recomm	nend Wi	NY Plum	bing Se	rvices t	to a frier	nd?	,	
	Definitely Will Not Recommend	_1 _	2 3	<u>4</u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	<u>10</u>	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	epresentative	on the	followin	ıg:				Excellent	
	Overall	Very Poor		\Box_{4}	\square_5	Пе	\square_{7}	□ 8	Па	10	
]2 [_]3	□4 □		<u></u>					
	Courteous	<u> </u>]2	<u></u> 4	5	∐_6	∐7	8	<u></u> 9	凶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	t							
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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 1 2 3 4 5 6 7 8 9 10	*							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	1 1							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.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								
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 Satisfied	-							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! Comments:								
-	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		⊠ F	about \ riend sed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	ything 1 cent plu	from you umbing	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□ 1	2	3	4	5	<u></u> 6	□ 7	8	9	⊠ 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	□ 1	2	3	4	5	<u> </u>	7	8	9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	□ 1	2	3	4	<u></u> 5	<u> </u>	7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely 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	□ 1	2	3	4	<u></u> 5	<u>6</u>	□ 7	8	9	1 0	Definitely Will Use Next Time
ô.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices [•]	to a frie	nd?		
	Definitely Will Not Recommend	_1	2	3	4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	<u>elephon</u>	ie repre	sentativ	e on the	followi	ng:					
		Very Po	oor		_		_				Excellent	
	Overall	1	2	3	<u></u> 4	<u></u> 5	<u></u> ∟6	∐ 7	∐8	<u></u> 9	× 10	
	Courteous	1	2	☐ 3	4	<u></u> 5	6	7	8	9	⊠ 10	
	Knowledgeable	<u> </u>	_2	<u></u> 3	<u></u> 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									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called									
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes \sum No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Very Poor Excellent									
	Professionalism									
	Knowledgeable $\Box 1 \Box 2 \Box 3 \Box 4 \Box 5 \Box 6 \Box 7 \Box 8 \Box 9 \ $									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.										
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 \$\begin{array}{c ccccccccccccccccccccccccccccccccccc									
-	Excellent Technician + Senece- Will glosly recommend to others! Pricing was resonable & four.)								
	If you would like us to call you, please fill in your telephone number: ()									



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dedi	would like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbir ler to he	ng the d elp us im	pportur prove (nity to s our qual	service t lity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other											
						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	<u></u> 1	2	3	4	5	<u></u> 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	<u> </u>	2	3	4	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 o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	5	□ 6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely 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	□ 1	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephon	e repres	sentativ	e on the	e followi	na:					
	110000 1000 1110 1	Very Po		0011104							Excellent	
	Overall	1	2	<u></u> 3	4	5	6	7	8	9	<u> </u>	
	Courteous	□1	2	□3	<u></u> 4	<u></u> 5	6	7	8	<u> </u>	10	
	Knowledgeable				\Box					\Box	17110	

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon Mon Word Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Professionalism Very Poor Excellent 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)
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 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 7-8 days 7-8 days More than 8 days Part still on order Ourselves
	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
	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	would like to thar cated to providing ver this important	quality serv	iving WNY vice. In ord	Plumbing er to hel	g the o p us im	pportun prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		ard about \ Friend Used us			Billboa			Y)		
10-1					OVER	RALL					
2.	Considering ever with our most re	rything from cent plumbi	your initial ng repair?	call to th	ne comp	oletion o	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1 -	2 3	4	<u></u> 5	□ 6	□ 7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repai	r service m	eet your	expecta	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	4	<u></u> 5	<u></u> 6	7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ce. How w	ell did W	'NY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _	2 3	<u>4</u>	<u></u> 5	□6	7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you	ı to use WN	IY Plumb	ing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 3	4	□ 5	<u>6</u>	7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	ı to recomr	nend WN	IY Plum	bing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	□1 □	2 3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	oresentative	e on the	followir	ıg:				Excellent	
	Overall	□1 □	2 🔲 3	4	5	<u></u> 6	7	<u> </u>	9	⊠10	
	Courteous	\Box_1	2	1 4	□ 5	□ 6	□ 7	□8	9	1 0	

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QUESTIONS ABOUT SCHEDULING									
8. Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	llent								
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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QUESTIONS ABOUT THE REPAIR ITSELF									
13. Please rate the <u>service technician</u> on the following: Very Poor Excellent									
Very Poor Excellent Professionalism									
Knowledgeable	Not								
Evalenation of Denair 4 0 0 4 E 0 7 0 0 1/4 0	lain 🔲								
4a. 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	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								
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?									
	remely isfied								
QUESTIONS ABOUT WNY PLUMBING CO.									
17. Please rate Western New York Plumbing on the following: Very Poor Excellent									
Trustworthiness Standing Behind Their Work Their Work Trustworthiness 1									
Comments: Very Professional Personnel, Quality Service									
If you would like us to call you, please fill in your telephone number: ()									





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We \	would like to thar	nk you foi	r giving W	/NY Plumbi	ng the c	pportun	nity to s	ervice t	he plur	nbing in yo	ur home. We are
	cated to providing ver this important		ervice. In	order to he	elp us im	iprove o	our qual	ity of se	ervice to	you, pleas	e take a minute to
1.	Where have you Newspape Google Other		Frier			P ("X" A Billboa Logo o	ard		Y)		
					OVE	RALL					
Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were y with our most recent plumbing repair?										atisfied were you	
	Extremely Dissatisfied	□1 [2	3	5	□ 6	□ 7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	lid this rep	oair servic	e meet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	5	<u></u> 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. Ho	w well did \	NNY Plu	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	5	□6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely are	you to use	e WNY Plum	ibing the	e next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 [2	3 🔲 4	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to red	ommend W	NY Plum	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	□1 [2	3 🔲 4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone Very Poo	-	ative on the	e followi	ng:				Excellent	
	Overall	1 [_2 _	3 🔲 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	
	Courteous	1 [2	3 🔲 4	5	<u>6</u>	7	8	9	10	

□3 □4 □5 □6 □7 □8 □9 ☑10

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 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. Wed. Thurs. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician 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.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness In their Work Very Poor In their Work In their									
	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 provice	 ded.								

WAYPLUMBING

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality service	ng WNY Plum e. In order to	bing the o	opportunity to s nprove our qua	service the plu lity of service t	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔟	d about WNY Friend Used us Befo		? ("X" ALL THA Billboard Logo on Tru			
				OVE	RALL			
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call 1 repair?	o the com	pletion of the r	epair, how sati	sfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3	4 🔲 5	□6 □7	□ 8 □ 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair s		our expec	tations?	□8 □9	<u>10</u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service		d WNY Plu 4	mbing compar	e with your ide	177	Matches Your Ideal
5.	How likely or unl	likely are you	to use WNY Plu	ımbing th	e next time you	need plumbin	g service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u> 3 <u></u>	4 🔲 5	□ 6 □ 7	□8 □9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	to recommend	WNY Plur	mbing Services	to a friend?	/	
	Definitely Will Not Recommend	□1 □2	<u>3</u>	4 5	□ 6 □ 7	□ 8 □ 9	1 10	Definitely Will Recommend
7.	Please rate the t	elephone repr Very Poor	esentative on t	the follow	ing:		Excellent	
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	Courtoous			. 🗀 -			1740	

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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called Longer than three days after I called Longer than three days after I called										
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time										
12.	Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following: 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.	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.	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 Part still on order										
15b.	•										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent										
	Trustworthiness										
	Comments: WHY Plumberg provides quality service. I have secommended your service and well continue to do so. Thankyou!										
	If you would like us to call you, please fill in your telephone number: \										

WAYPLUMBING

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4425 Walden Avenue Lancaster, NY 14086

Courteous

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			Billbo			Y)		
		X				OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	rom you Imbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□ 1	2	3	<u>4</u>	□ 5	<u></u> 6	7	8	<u> </u>	X 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	expect	ations?					
	Fell Far Below Your Expectations	□ 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	⊠ 10	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	l?	
	Very Far From Your Ideal	□ 1	2	3	4	<u></u> 5	□6	7	8	9	1 0	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	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plum	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u>_</u> 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to			<u>sentative</u>	e on the	followi	ng:					
		Very Po									Excellent	
	Overall	1 11	1 12	2	1 1/1	5	1 16	1 17	l la	1 19	IXI10	

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	I called								
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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 No White My Han G	scheduled								
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	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									
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15b.	, , , , , , , , , , , , , , , , , , , ,									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely								
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied								
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 10 10 10 10 10 10 10 10 10 10									
-	Comments:									
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 provid									





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dedi	would like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ng the c elp us im	pportur prove (nity to s our qual	ervice t ity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other											
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	from you Imbing I	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	_2	3	4	<u></u> 5	<u> </u>	7	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	□ 7	<u> </u>	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	Bow w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? ⊠10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	Пз	4	<u></u> 5	<u> </u>	7	8	<u> </u>	∑10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	½ 10	
	Courteous	<u> </u>	2	<u></u> 3	4	<u></u> 5	□ 6	7	8	<u> </u>	X 10	
	Knowledgeable	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	(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 The day after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work Their Work 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.									



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Knowledgeable

dedi	would like to than cated to providing ver this important	quality s	r giving service.	WNY In ord	Plumbir er to he	ng the o Ip us im	pportur prove d	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er	Fri	end ed us	Before		Billboa			Y)		
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2.	Considering ever with our most re	rything fro cent plur	om you nbing re	r initial epair?	call to t	he com	pletion (of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	□ 7	8	9	⊠10	Extremely Satisfied
3.	To what extent d	id this re	pair ser	vice m	eet youi	expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	<u></u> 3	<u>4</u>	<u></u> 5	6	7	8	9	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	NY Plui	nbing o	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u>1</u>	2	<u></u> 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 til	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	<u></u> 4	<u></u> 5	6	□ 7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	bing Se	ervices	to a frie	nd?		
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	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called Three days after I called									
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Very Poor Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair	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.										
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	QUESTIONS ABOUT WNY PLUMBING CO.	Outsilea								
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:									
-										
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NOV 25 2024

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We v	would like to than	nk you for (giving WNY	Plumbing er to helr	the o	pportun	nity to s	ervice t	he plun	nbing in yo	our home. We are e take a minute to
	ver this important		71001 111 014	o, to 1101b	, 40	p. 0 0 0	an quan	,		, o a, p. o a.	
1.	Where have you Newspape Google Other		eard about V Friend Used us			Billboa			Y)		
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2.	Considering ever with our most re			call to th	e comp	oletion (of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	4	<u></u> 5	<u></u> 6	_7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	id this repa	ir service m	eet your e	expecta	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	4	5	<u>6</u>	7	8	<u> </u>	≥10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	rice. How w	ell did Wi	VY Plun	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _	2 3	4	5	<u></u> 6	7	8	9	×10	Matches Your Ideal
5.	How likely or unl	ikely are yo	ou to use WN	Y Plumbi	ing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 🔲 3	<u> </u>	5	□ 6	□ 7	8	9	□ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomn	nend WN	Y Plum	bing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	_1 _	2	<u> </u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor	presentative	on the f	ollowin	ıg:				Excellent	
	Overall	□ 1 □	2 🔲 3	<u>4</u> [5	□ 6	7	8	<u> </u>	⊠ 10	
	Courteous	□1 □	2 🔲 3	4 [5	□ 6	7	□8	9	1 0	

□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 The day after I called Three days after I called Three days after I called
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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? \(\sum \) Yes \(\sum \) No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other
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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!
'	Comments:
-	f you would like us to call you, places fill in your telephone number.
'	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.