

RECEIVED
OCT 0 3 2022

www.wnyplumbing.com

THEY WASKER!

dedic	vould like to than cated to providing ver this important	quality service	g WNY Plumbii . In order to he	ng the opportu elp us improve	nity to ser our quality	rvice the plur 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 🔲 🗗	about WNY Pluriend sed us Before	Billbo				
				OVERALL				
2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the completion	of the rep	air, how satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□ 5 □ 6	<u> </u>	8 🔲 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	r expectations ^c	? 	□8 □9	☑ ₁₀	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	VNY Plumbing	compare v	vith your idea	ll? ☑10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you ne	eed 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 to	recommend W	NY Plumbing S	Services to	a friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	□ 7 [8 🔲 9	V 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:			Excellent	
	Overall	□ 1 □ 2	□3 □4	□ 5 □ 6	□ 7 [_8	№ 10	
	Courteous	□1 □2	□3 □4	□ 5 □ 6	□ 7 [8 🔲 9	<u>10</u>	
	Knowledgeable	□1 □2	□3 □4	□ 5 □ 6	□7	8 🗌 9	V10	(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 Excéllent										
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.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
15a.	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 Satisfied Extremely Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:										
	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 the following: Excellent The please check this box if you will also use an online rating service, Thank you!										
() ====================================	Comments: MIKE "SEND HIM NEXTIME" WAS COURTEOUS, KNOWlegable, AND EXPEDIENT!										
!	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.										







dedic		quality service								ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY P riend Jsed us Befo		? ("X" A Billboa Logo d	ard		Y)	*	
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	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	□ 6	7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair s	ervice meet yo	ur expect	tations?	□ 7	<u></u> 8	9	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plu	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	□3 □4	5	□ 6	□ 7	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unl	likely are you to	o use WNY Plui	mbing the	e next tir	me you	need pl	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 you to	recommend \	NNY Plun	nbing Se	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> <u>4</u>	5	□ 6	□ 7	□8	<u></u> 9	⊠10	Definitely Will Recommend
7.	Please rate the t	elephone repre	esentative on th	ne followi	ng:				Excellent	
	Overall	□1 □2	□3 □4	□ 5	□ 6	□ 7	□ 8	□ 9	⊠ 10	
	Courteous	$\Box_1 \Box_2$	 			7	8	9	⊠ 10	
	Knowledgeable		□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 The day after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	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									
	Evaluation of Beneix									
14a.	□ · □ □ □ · □ □ □ □ · □ □ □ □ □ □ □ □ □									
1 4b.	Ab. 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									
	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!									
	We like nike. Delieve he is day Annulegable of always har gives us a straight answerd.									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									





4425 Walden Avenue Lancaster, NY 14086

6.

7.

Definitely Will Not

Recommend

Overall

Courteous

Knowledgeable

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

5

How likely or unlikely are you to recommend WNY Plumbing Services to a friend?

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

Very Poor

(OVER)

Definitely Will

Recommend

Excellent

	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 70 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 1 2 3 4 5 6 7 8 9 40 Knowledgeable 1 2 3 4 5 6 7 8 9 40									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a. 1 4b.	77 Ver (0)(1) 70 0 (0)									
	the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	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.									





OCT 12 2022 PARIS www.wnyplumbing.com



dedic	would like to than cated to providing ver this important	quality	or givin service	g WNY . In ord	Plumbir er to he	ng the o Ip us im	pportur 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		F	about V riend sed us			Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	1 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?	7	□8	9	X 10	Far Exceeded
	Your Expectations	· · ·						·			75	Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare 7	with you	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	□ 1	_2	3	<u></u> 4	<u></u> 5	□6	7	<u> </u>	9	№ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	7	8	<u></u> 9	☑ 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	1		\square_3	1 4	□ 5	6	□ 7	□ 8	□ 9	⋈ 10	
	Courteous	□.				<u></u> 5						
	Knowledgeable	'! 		`	☐.4			□ <i>'</i>			1 10	
			_ 2	3	4	5	 6		8	Ш9		(OVED)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called									
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 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.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.										
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	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:									
1 .										
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		F	about \riend Ised us			Billbo			Y)		
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this r	epair se	ervice m	eet you	r expect	ations?)			4	
	Fell Far Below Your Expectations	<u> </u>	2	3	4	5	<u>6</u>	□ 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing (compare	with yo	our idea	11?	
	Very Far From Your Ideal	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	_7	8	9	10	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use Wi	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	□3	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	2	3	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephor	ne repre	sentativ	e on the	e followi	na:					
	riodoo rato tiro <u>s</u>	Very P		001110111	<u> </u>						Excellent	
	Overall	1	2	3	4	<u></u> 5	6	7	8	9	X 10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	6	7	8	<u> </u>	1 0	
	Knowledgeable	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	<u>6</u>	_7	8	<u> </u>	10	(OVER)

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





4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or hear	d about WNY Pl	umbing? ("X"	ALL THAT AP	PLY)	
	Newspaper	· 🔲 F	Friend	Billbo	oard		
	Google	X (Jsed us Befor	re 🗌 Logo	on Truck		
	Other -	lew home	build				
				OVERALL			
2.	Considering every with our most rec			the completion		,	lissatisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	7	8 🗆 9 💢 10	Extremely Satisfied
3.	To what extent did Fell Far Below Your Expectations	d this repair s	ervice meet you	ur expectations		8 🗆 9 📈 10	Far Exceeded Your Expectations
4.	Imagine an ideal r Very Far From Your Ideal	repair service	. How well did			your ideal? 8	Matches Your Ideal
5.	How likely or unlik	kely are you t	o use WNY Plun	nbing the next t	ime you need	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 unlik	kely are you t	o recommend V	VNY Plumbing S	Services to a fr	riend?	
	Definitely Will Not Recommend	<u> </u>	□3 □4	□ 5 □ 6	7	8 🗆 9 💢 10	Definitely Will Recommend
7.	Please rate the te	lephone repre Very Poor	esentative on th	e following:		Excelle	nt
	Overali	□1 □2	□3 □4	□5 □6	□7 □8	8 □9 ☒10	
	Courteous	<u> </u>	☐3 ☐4	<u></u>	7 0	3 □9 ☒10	
	Knowledgeable	<u> </u>	□3 □4	□5 □6	7 2	3 □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										
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Sat. No particular day										
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time										
12.	Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent										
	Professionalism										
	Did Not										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain										
14a.	4a. Did we complete the repair on our first trip to your home?										
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other										
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.											
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 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: Tech did an excellent job. (and back save day as called to follow up and repair leak in water healt.										
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										





4425 Walden Avenue Lancaster, NY 14086

4	LAN I		1	.1	A/A/N/ PNI.		. //////		T ADDI	10	Š	
1.	Where have you Newspape Google Other		∑ Fı	about v riend sed us			Billbo			Υ)		
						OVE	RALL					
2.	2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were with our most recent plumbing repair?								atisfied were you			
	Extremely Dissatisfied	1	_2	Пз	<u></u> 4	□ 5	□ 6	_7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	rvice m	eet you	r expect	ations?	□ 7	□ 8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? ☑10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	8	□9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	mend W	'NY Plun	nbing S	ervices 1	to a frie	nd?	,	
	Definitely Will Not Recommend	□ 1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	<u> </u>	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□ 1	<u>2</u>	□з	4	□ 5	□ 6	7	□ 8	<u> </u>	ĭ 1 0	
	Courteous	□ 1	2	Шз	<u></u> 4	<u></u> 5	□ 6	□ 7	□ 8	<u></u> 9	≥ 10	
	Knowledgeable	1	2	Пз	<u>4</u>	<u></u> 5	□ 6	7	8	9	710	(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 The day after I called The day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) Wese your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment? Were your contested by phone to confirm the appointment?
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No ?
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism Very Poor Excellent Professionalism 1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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 How estimated as dissertiafied were you with the time peeded to complete the repair?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments:
(+	
	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.





4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		□,F	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	rom you Imbing	ur initial repair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were yo
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	5	□ 6	7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	5	□6	7	8	9	№ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing (compare	e with yo	our idea	1?	
	Very Far From Your Ideal		2	3	4	5	□ 6	7	8	9	1 10	Matches Your Ideal
5.	How likely or unl	likely ard	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	<u></u> 3	<u></u> 4	5	<u></u> 6	_7	8	<u> </u>	Ճ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	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></u> 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	\square_2	3	\Box_4	5	6	□ 7	8	П 9	10	
	Courteous				\Box_{4}		6				X 10	
	Knowledgeable	 □1		<u></u> 3	4	<u></u> 5	□6		8	<u></u> 9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 70 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. 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								
	Did Not								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on grader								
15b.	If a part had to be ordered, did we keep you informed about status? 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 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17	· · · · · · · · · · · · · · · · · · ·								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 710 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 710 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.								







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other			riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most red	ything f cent plu	rom you Imbing I	ır initial epair?	call to t	the com	pletion (of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	V 9	<u> </u>	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this r	epair se	rvice m	eet you	r expect	ations? □6	part	nezde 8	d was	not on	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unli	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomr	nend W	NY Plum	nbing Se	ervices 1	to a frier	nd?		
	Definitely Will Not Recommend	<u></u> 1	_2	□ 3	<u>4</u>	<u></u> 5	□ 6	_7	<u> </u>	<u></u> 9	V10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	following	ng:				Excellent	
	Overall	<u> </u>	2	□3	4	<u></u> 5	<u></u> 6	7	□ 8	<u> </u>	10	
	Courteous	1	\square_2	\square_3	\square_4	5	□ 6	7	8	9	الم	
	Knowledgeable		2	<u></u> 3	4	<u></u> 5	6	7	8	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment?								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10								
	Systematics of Respire Color C								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.									
140.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	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 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								
	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

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 Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** Extremely 5 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 3 4 15 6 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 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								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism Very Poor Excellent Professionalism 1								
	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.	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:								
	Trustworthiness In their Work In t								
	Comments:								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality	service									ur home. We are e take a minute to
1.	Where have you Newspape Google Other	seen o	r heard	riend	WNY Plus Before	Ĭ	Billbo			Y)		
						OVE	RALL					/
2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	5	<u> </u>	7	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	rvice 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 :	service.	How w	rell did V	VNY Plui	mbing o	compare	with yo	our idea	10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plum	nbing S	ervices	to a frie	nd?	,	
	Definitely Will Not Recommend	1	2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	-	<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	□3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	<u> </u>	1 10	
	Courteous										\Box	

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



RECEIVEL OCT 0 3 2022

www.wnyplumbing.com

NUE ON UP

(OVER)

dedic		quality service								ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r 🔲 F	about WN riend sed us Be		Billboa			Y)		
				OVI	ERALL	18 -4		to C		
2.	Considering ever with our most re	rything from you cent plumbing	ur initial ca repair?	II to the co	mpletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u></u> 3 [] 4 5	5 □ 6	<u> </u>	8	9	2 10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet	t your expe	ctations?					
	Fell Far Below Your Expectations	☐1 ☐2	3]4	5 □ 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well	did WNY P	lumbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	☐1 ☐2	3] 4 5	5 □6	<u> </u>	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY I	Plumbing t	he next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1 2	3	4 🗆 5	5 □ 6	7	8	<u> </u>	X 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recomme	nd WNY Plu	umbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1 2	<u>3</u>]4	5 □ 6	□ 7	8	<u></u> 9	X 10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative o	n the follov	wing:					
		Very Poor			Ü				Excellent	
	Overall	1 2	☐ 3 □] 4	6	7	□8	9	X 10	
	Courteous	□1 □2	<u>3</u>]4 🔲 5	5 □6	7	8	9	X 10	
	Knowledgeable	\Box . \Box		٦. 🗀 ـ	. —				12/10	

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



RECEIVED

OCT 0 6 2022

www.wnyplumbing.com

Mac British.

dedi	would like to than cated to providing ver this important	quality										
1.	Where have you Newspape Google Other		Fr	about V riend sed us			Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most red	ything fr cent plur	om you mbing r	ır initial opair ?	call to t	the com	pletion	of the R	pair , ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u></u> 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent di	d this re	pair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	5	□6	7	8	9	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea]?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	⊠10	Matches Your Ideal
5.	How likely or unli	kely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
-	Definitely Will Not Use Next Time	1	2	Пз	<u>4</u>	<u></u> 5	□ 6	<u> </u>	<u> </u>	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unli	kely are	you to	recomr	mend W	NY Plum	nbing Se	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	_2	□ 3	<u>4</u>	<u></u> 5	□ 6	_7	<u>8</u>	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po	4.010	<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	\square_2	\square_3	\Box_4	5	□ 6	□ 7	8	□ 9	×10	
	Courteous	1	2	3	4	5	<u>6</u>	7	8	<u></u> 9	≥ 10	
	Knowledgeable	<u> </u>	<u>2</u>	<u></u> 3	4	<u></u> 5	□ 6	7	■8	<u> </u>	⊠10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very
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 1 2 3 4 5 6 7 8 9 ▼10
	Knowledgeable
	Explanation of Repair Possesses 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? LASTALL ATICAL Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness Standing Behind Their Work Their Wor
	Comments: PLUMBER (RICKY WEAVER) IS EXCELLENT! HE ASSESTED WHAT NEEDED TO GET DON'TE, GOT GRUFE TRAM HIS TRUCK AND NEVER STOPPED TILL THE JOB WAS COMPLETED. CHECKED FOR LEAKS, EXPLAINED NEWLYNDS. AND RUMP If you would like us to call you, please fill in your telephone humber: (716) 86 THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.







(OVER)

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pluriend sed us Before	Bill	(" ALL THA board go on Truc		()		
				OVERA	LL				
2.	Considering ever with our most re	ything from you cent plumbing r	r initial call to repair?	the complet	ion of the r	epair, ho	w satisf	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u> 5] 6 □ 7	8	Дэ	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectatio	ns?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	6 🔲 7	8	<u> </u>	\(\) 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbi	ng compare	e with yo	ur idea	!?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u></u>	6 7	8	Ø 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 ply	ųmbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	6 🗌 7	8	Q 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 frier	nd?		
<	Definitely Will Not Recommend	□ 1 □2	□3 □4	<u></u> 5] 6 □ 7	8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	following:					
		Very Poor		,				Excellent	
	Overali	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	9	10	

5 ...

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called 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
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 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 10 8 9 10
93	Comments: Service Good - the Coverto my seem passed well her xlepped. Case est lomeone comer adjust it 3 for while to . Tx. 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.



RECEIVED0CT 17 2022

Prie!

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		F	riend	WNY Plu Before	Ĭ	Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing (compare	with yo	our idea	1?	
	Very Far From Your Ideal	<u> </u>	2	<u></u> 3	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use Wi	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u> </u>	_7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recom	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>	10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	very F									r 	
				<u></u>	□ 4	<u></u> 5	o			<u> </u> 9	<u></u> ✓ 10	
	Courteous	1	<u>2</u>	∐3	<u></u> 4	<u></u> 5	∐6	∐7	8	<u>9</u>	10	
	Knowledgeable	1	2	3	<u></u> 4	5	<u> </u>	7	8	9	1 0	(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 9 410 Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism Very Poor Excellent Professionalism 1						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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.	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 9 710 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 710 Please check this box if you will also use an online rating service, Thank you!						
	Comments:						
8-							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survev. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Logo on Truck Used us Before Google HESDE 10 1124 Howearners OVERALL Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** Extremely 4 5 6 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches 4 5 6 3 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> 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 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 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	
	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.	N/V-> (0//D TO 0.40)	
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:	
	Trustworthiness In their Work Trustworthiness Trustwor	
	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.	5





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi	would like to than cated to providing ver this important s	quality service	g WNY Plumbi . In order to h	ng the op elp us imp	portunity to s prove our qua	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 Newspape Google Other	r 🔲 F	about WNY Pl riend sed us Befor		("X" ALL THA Billboard .ogo on Tru		Y)		
				OVER	ALL				
2.	Considering every with our most red	ything from you cent plumbing i	ur initial call to repair?	the compl	letion of the r	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	□ 6 □ 7	8	<u> </u>	× 10	Extremely Satisfied
3.	To what extent di	d this repair se	rvice meet you	ır expectat	tions?				
	Fell Far Below Your Expectations	<u> </u>	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	9	2 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plum	bing compar	e with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	9	≥10	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plun	nbing the r	next time you	need pla	umbing	service?	
	Definitely Will Not Use Next Time	□1 □ 2	□3 □4	<u></u> 5	□ 6 □ 7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend V	VNY Plumb	ing Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	9	X 10	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on th	e followinç	g:			Excellent	
	Overall	□1 □2	□3 □4	<u></u>	□ 6 □ 7	□ 8	<u> </u>	 10	
	Courteous	\square_1 \square_2		5 [8	9	× 10	
	Knowledgeable	\Box 1 \Box 2	\square_3 \square_4	5 [6		9	<u>×</u> 10	/A1/251
								ا سنت	(OVFR)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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:								
	Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home?								
14b. 15a.	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 ERIE COUNTY HOOR SHUT OFF CAN BE REPLACED, If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status?								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor Trustworthiness 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! ALCEADY DIP:								
5	Comments: Thank you so very much for the discount. I really appreciate it! If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or	r heard	about \	NNY PIL	ımbing?	' ("X" <i>F</i>	ALL THA	T APPL	Y)		
	Newspape	er	Fr	riend			Billbo	ard				
	Google	2	D U	sed us	Before	e 🗌	Logo	on Truc	k			
	Other											
						OVE	RALL					
2.	Considering ever with our most re	ything fr cent plu	rom you mbing 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	1	2	Пз	4	<u></u> 5	<u>6</u>	7	8	⊠ 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	_2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	□ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	<u> </u>	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> 1	_2	3	4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1	2	□ 3	4	<u></u> 5	<u></u> 6	_7	8	9	1 0	Definitely Will Recommend
7.	Please rate the to	elephone Very Po	-	<u>sentativ</u>	e on the	following	ng:				Excellent	
	Overall	□ 1	2	3	4	5	6	□ 7	□8	9	1 10	
	Courteous	1	2	3	4	5	<u>6</u>	7	8	9	10	
	Knowledgeable	□ 1	2	<u></u> 3	<u> </u>	<u></u> 5	□ 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
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 \(\sum \) No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	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!
4	Comments: I con't anderstand how something like a line in the basement con't break? To me it was not instilled properly. Para was quite high
	If you would like us to call you, please fill in your telephone number: THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.







4425 Walden Avenue Lancaster, NY 14086

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				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	<u>6</u>	_7	<u> </u>	⊠ 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	5	<u>6</u>	□ 7	8	⊠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	2	3	4	5	<u>6</u>	_7	8	⊠9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WI	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	Пз	4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	e you to	recomi	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	<u> </u>	8	9	⊠ 10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ ₁	\square_2	П з	\square_4	□ 5	6	7	□ 8	X 9	10	
	Courteous		2	3	4	5	<u>6</u>	7	8	∑ 9	☐10	
	Knowledgeable	1	2	Пз	<u></u> 4	<u></u> 5	<u></u> 6	7	8	X 9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	N /							
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							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





www.wnyr hbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor							
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 1 2 3 4 5 6 7 8 9 ■10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
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.	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:							
1								
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality s										ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Fr	iend	NNY Plu Before		Billboa			Y)		
						OVEF	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	<u> </u>	<u> </u>	□ 3	4	<u></u> 5	□ 6	□ 7	8	9	≥ 10	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	□ 1	<u> </u>	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	¥ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plur	nbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	□3	<u>4</u>	<u></u> 5	6	□ 7	8	<u> </u>	× 10	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	<u> </u>	Шз	4	<u></u> 5	□ 6	□ 7	□ 8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomn	nend W	NY Plum	ibing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u></u> 9	⊠10	Definitely Will Recommend
7.	Please rate the t	elephone	repres	entative	e on the	followir	ng:					
		Very Poo	or								Excellent	
	Overall		2	□3	4	□ 5	□ 6	□ 7	□8	<u> </u>	≥ 10	
	Courteous		2		\square_{A}	\Box_5	\Box_6	\Box_{7}	Па	Па	×10	

□5 **□**6 **□**7

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. 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							
14a.	a. 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							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
	If you would like us to call you, please fill in your telephone number: (7/6) THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





8



(OVER)

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

LEE MALOWE - GRAND ISCAND, NY

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Friend Billboard Newspaper Logo on Truck 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 5 6 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 3 4 5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. Definitely Will Not **Definitely Will** Use Next Time **Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: Very Poor **Excellent**

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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.	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:						
8							
	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)

4425 Walden Avenue Lancaster, NY 14086

dedi		g quality serv								our home. We are se take a minute to
1.	Where have you Newspape Google Other		ard about \ Friend Used us			Billbo			Y)	
					OVE	RALL				
2.	Considering ever with our most re			call to	the com	pletion	of the re	epair, ho	ow satisfied or dis	satisfied were you
	Extremely Dissatisfied	1	2 3	4	<u></u> 5	<u> </u>	7	8	□9 ∑10	Extremely Satisfied
3.	To what extent d	lid this repair	service m	eet you	r expect	tations?				
	Fell Far Below Your Expectations	1	2 3	4	<u></u> 5	<u>6</u>	7	8	□9 \(\sqrt{\frac{1}{2}} \)	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair servi	ce. How w	ell did \	NNY Plu	mbing o	compare	with yo	our ideal?	
	Very Far From Your Ideal	_1 _	2	4	<u></u> 5	<u>6</u>	7	8	□9 ∑10	Matches Your Ideal
5.	How likely or un	likely are you	to use Wi	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	□6	7	8	9 10	Definitely Will Use Next Time
6.	How likely or un	likely are you	to recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?	
	Definitely Will Not Recommend	1	2 🔲 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	□9 \\ \sqrt{10}	Definitely Will Recommend
7.	Please rate the t	elephone rep Very Poor	resentativ	e on the	e followi	ng:			Excellent	
	Overall	1	2 🔲 3	4	<u></u> 5	<u></u> 6	7	<u> </u>	9 10	
	Courteous	1	2 🔲 3	<u>4</u>	5	6	7	8	□9 10	
	Knowledgeable	1	2	4	5	□ 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							
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 Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness Standing Behind Their Work Their Wor							
	Mike in my 60-to Person. PATICK CHAME In this repair And did exceller work.							
	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.							





to

(OVER)

OCT 17 2022

Put

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	vould like to that cated to providing ver this important	g quality										
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)		
	(OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from you Imbing I	ur initial repair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were yo
	Extremely Dissatisfied	<u> </u>	_2	□3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	010	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this r	epair se	ervice m	eet you	r expect	ations?		<u> </u>	<u></u> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	☐3 How w	ell did V	VNY Plu	mbing o	compare	e with you	our idea	10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WI	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	<u></u> 3	<u></u> 4	5	□ 6	_7	□ 8	□ 9	10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?	^	
	Definitely Will Not Recommend	1	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	010	Definitely Will Recommend
7.	Please rate the t	elephon	e repres	<u>sentativ</u>	e on the	followi	ng:				,	
		Very Po	oor					_	-	A	Excellent	
	Overall	1	2	3	<u></u> 4	5	<u>6</u>	7	8	No	10	
	Courteous	1	2	□3	4	5	□6	7	8	∑	□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 <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10
	Fundamention of Passis
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!
	Comments: Test Service on Mater heater
	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

Overall

Courteous

Knowledgeable

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. 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 Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **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 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**

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 Very Poor	you rate us on scheduling this repair service at your convenience? 1	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called								
10.	Generally, on which Sun. Mo	n one day of the week would you prefer service? on. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.		e of day would you prefer service? Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted	d by phone to confirm the appointment? Yes \(\sum \) No							
		QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the serv	vice technician on the following:							
	Professionalism	Very Poor Excellent □1 □2 □3 □4 □5 □6 □7 □8 □9 ▼10							
	Knowledgeable		Did Not						
	Explanation of Repair	$\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10$	Explain						
14a.	Did we complete th	ne repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	a part had to b the technician the product fai	se? ("X" ALL THAT APPLY) the ordered accould not fix or determine the problem and needed assistance again shortly after the first visit are deeded to be replaced or the technician determined the product is unrepairable							
15a.		ordered, how many days did it take to get the part and complete the repair? 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	-	ordered, did we keep you informed about status?							
16.	How satisfied or dis Extremely Dissatisfied	ssatisfied were you with the time needed to complete the repair? 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied						
		QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Trustworthiness Standing Behind Their Work	New York Plumbing on the following: Very Poor 1 2 3 4 5 6 7 8 9 10 1 1 2 3 4 5 6 7 8 9 10 c this box if you will also use an online rating service, Thank you!							
7	Comments: AUESOME f you would like us to	call you, please fill in your telephone number: ()	<u>'</u>						
	-	HANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ed						





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		g quality service						our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 💆 F	about WNY Pl riend sed us Befor	Bil	X" ALL THA lboard go on Trud		")	
				OVERA	LL			
2.	Considering eve with our most re	rything from you ecent plumbing	ur initial call to repair?	the complet	ion of the r	epair, hov	w satisfied 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 of	lid this repair se	ervice meet you	r expectation	ns?			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u>	6 🔲 7	8	9 🗌 10	Far Exceeded Your Expectations
4.	Imagine an idea	l repair service.	How well did \	NNY Plumbi	ng compare	e with you	ur ideal?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	6 🔲 7	□8	9 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the ne	xt time you	need plu	mbing service?	
	Definitely Will Not Use Next Time	<u>1</u> 2	□3 □4	<u></u> 5	□ 6 □ 7	<u> </u>	□90210	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	/NY Plumbin	g Services	to a frien	d?	
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	□ 6 □ 7	□8	⊠9 □10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	e followina:				
		Very Poor		J			Excellent	
	Overall	□1 □2	☐ 3 ☐ 4	<u></u> 5	6 🗗 7	8	9 10	
	Courtoous				l	777a		

__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 Longer than three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment?							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following: Very Poor Excellent							
	Professionalism 1 2 3 4 5 6 7 8 9 £ 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status?							
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: New year good							
	If you would like us to call you, please fill in your telephone number: ()							





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. 1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely 9 X 10 Extremely / 5 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded / 2 3 5 6 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches 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 > X 10 **Use Next Time** Use Next Time How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not** 9 X 10 **Definitely Will** Recommend Recommend L 7. Please rate the <u>telephone representative</u> on the following: Excellent **Very Poor** Overall

5

	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 because their was no shut off on the
12.	Were you contacted by phone to confirm the appointment? Yes No No Par pipe. A called your of Pat came one of the completing history with it will not come I would have no working tore with
	QUESTIONS ABOUT THE REPAIR ITSELF Monday. This was greatly
13.	Please rate the <u>service technician</u> on the following: Oppriciated So I had him come over on Monday to very Poor Very Poor Very Poor
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness Standing Behind Their Work Their Work
	Comments: I told my neighbors about how great it was for Pat on a late Friday afternoon to except another jet. I greatly appreciated this. 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.





10

(OVER)

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) 1. Friend Billboard Newspaper Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded 2 6 3 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 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 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 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: 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.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!	
	Comments: Parary Way AROVE and Beyond!	——————————————————————————————————————
	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.	- 1





RECEIVEL OCT 2 4 2022

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

Newspaper	dedic	vould like to than cated to providing ver this important	quality service	g WNY Plumbii . In order to he	ng the oper of the	pportuni prove ou	ty to so ur quali	ervice t ty of se	he plun rvice to	nbing in yo you, pleas	ur home. We are a take a minute to
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	1.	Newspape Google	er Fi	riend		Billboa	rd		Y)		
with our most recent plumbing repair? Extremely Dissatisfied					OVER	RALL					
3. To what extent did this repair service meet your expectations? Fell Far Below Your Expectations 1	2.	Considering ever with our most re	rything from you cent plumbing r	ır initial call to epair?	the comp	oletion o	f the re	pair, ho	w satis	fied or dissa	atisfied were you
Fell Far Below Your Expectations 1			□1 □2	□3 □4	□ 5	□ 6	□ 7	8	<u> </u>	☑10	-
4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Your Ideal 1 2 3 4 5 6 7 8 9 10 Matches Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10 Perinitely Will Use Next Time 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? Definitely Will Not 1 2 3 4 5 6 7 8 9 10 Perinitely Will Use Next Time 7. Please rate the telephone representative on the following: Very Poor Very Poor Excellent Overall 1 2 3 4 5 6 7 8 9 10 Excellent Overall	3.	To what extent d	id this repair se	rvice meet you	r expecta	ations?					
Very Far From Your Ideal 1			□1 □2	□3 □4	<u></u> 5	□ 6	7	8	<u> </u>	⊠10	
Your Ideal 1	4.	•	repair service.	How well did \	VNY Plur	nbing co	mpare	with yo	ur idea	l?	
Definitely Will Not Use Next Time 1			□1 □2	□ 3 □ 4	<u></u> 5	□ 6	7	8	<u> </u>	10	
Use Next Time 1	5.	How likely or unl	likely are you to	use WNY Plum	bing the	next tin	ne you	need plu	umbing	service?	
Definitely Will Not Recommend 1 2 3 4 5 6 7 8 9 10 Definitely Will Recommend 7. Please rate the telephone representative on the following: Very Poor Overall 1 2 3 4 5 6 7 8 9 10 Excellent Overall 1 2 3 4 5 6 7 8 9 10			□1 □2	□3 □4	□ 5	□ 6	□ 7	8	<u> </u>	≥ 10	-
7. Please rate the telephone representative on the following: Very Poor Overall 1 2 3 4 5 6 7 8 9 10 Recommend Recommend Recommend Recommend Recommend Recommend Recommend 1 2 3 4 5 6 7 8 9 10 Recommend	6.	How likely or unl	likely are you to	recommend W	'NY Plum	bing Se	rvices t	o a frier	nd?		
Very Poor Excellent Overall 1 2 3 4 5 6 7 8 9 ✓ 10		-	□1 □2	□3 □4	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠10	•
Overall	7.	Please rate the t		sentative on the	e followir	ng:				Excellent	
		Overall					\square_{7}	По	Пα		
		Courteous			□ ₅		□ <i>'</i>			. •	

 \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	
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.	Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No Bunsure	
	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	₹ V- (0//2 = 0.0 (a)	
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 Satisfied Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent	
	Trustworthiness \$\begin{array}{cccccccccccccccccccccccccccccccccccc	7
0	Comments: WNY Plumbing was highly recommended to me I & with the service. Thank	- Yor
	If you would like us to call you, please fill in your telephone number: ()	







4425 Walden Avenue Lancaster, NY 14086

dedic	vould like to thar cated to providing ver this important	quality service	ng WNY Plumb e. In order to h	ing the op elp us imp	pportuni prove ou	ty to so ur quali	ervice t ty 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 🔲 F	about WNY Pl riend Ised us Befol		(" X" Al Billboar Logo o	rd		Y)	-	
				OVER	ALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	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	5	□ 6	□ 7	8	9	X 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair so	ervice meet you	ur expecta	ations?	7	<u>8</u>	<u> </u>	<u>X</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plum	nbing co	mpare 7	with you	ur idea	l? X 10	Matches Your Ideal
5.	How likely or unl	lik <mark>ely are</mark> you to	use WNY Plur	nbing the	next tim	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□ 1 □ 2	□3 □4	<u></u> 5	□ 6	7	8	<u> </u>	1 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	VNY Pluml	bing Ser	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	<u></u> 3 <u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	X 10	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on th	e followin	g:				Excellent	
	Overall	□1 □2	□3 □4	□ 5	□ 6 [7	8	<u> </u>	<i>X</i> 10	
	Courteous	□1 □2	□3 □4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	<i>X</i> 10	
	Knowledgeable	1 <u>2</u>	<u></u> 3 <u></u> 4	<u></u> 5	□6	7	8	<u></u> 9	X 10	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? 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 X 10 Explain						
14a.	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.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Their Wor						
10-	Dood service in a tenely manner.						
	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

Courteous

Knowledgeable

dedic	vould like to than ated to providing er this important	quality service.	WNY Plumbin In order to he	g the opportu Ip us improve	nity to service our quality of	e the plumbin service to you	g in your hom ı, please take a	e. We are a minute to
1.	Where have you Newspapel Google Other	r 🔲 Fri	about WNY Plu end sed us Before	Billbo		PLY)		
				OVERALL				
2.	Considering ever with our most red	ything from you cent plumbing r	r initial call to t epair?	he completion	of the repair,	how satisfied	or dissatisfied	were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> <u>4</u>	□5 □6	7	8 🗆 9 🔀	10 Extrem Satisfie	
3.	To what extent di Fell Far Below Your Expectations	id this repair sei	rvice meet your	expectations'		8 🗆 9 🔀	10 Far Exc Your Ex	ceeded pectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	/NY Plumbing ☐5 ☐6	compare with	your ideal?	10 Matche Your Id	
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you need	plumbing ser	vice?	
	Definitely Will Not Use Next Time	□1 □2	3 4	□5 □6		8 <u>9</u>	1 1 1 1	ely Will ext Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing S	Services to a f	riend?	,	
	Definitely Will Not Recommend	□1 □2	□3 □4	□5 □6	7	8 🗆 9 🄀	Definite Recom	
7.	Please rate the to	elephone repres Very Poor	entative on the	following:		Exe	cellent	
	Overall	□1 □2	☐ 3 ☐ 4	□5 □6	□ 7 □	8 🗌 9 🔀	1 10	

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called Three days after I called	er 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.)	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	STATE OF STA
13.	Please rate the service technician on the following:	
	Professionalism Very Poor Excellent Professionalism 1	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	Outonou
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: Super Prompt, Reliable Service If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded





4425 Walden Avenue Lancaster, NY 14086

Recommend

Overall

Courteous

Knowledgeable

7.

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

Very Poor

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

(OVER)

Recommend

Excellent

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	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	Did Not						
	Explanation of Repair	Did Not Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness 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:							
8								
	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.							