

# RECEIVED OCT 0 3 2023

## www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Billboard Newspaper 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 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **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 Three days after I called	r I called f
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	V
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 \(\sigma\) 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	Did Not
	Explanation of Repair	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.		
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.	terdis
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	
	Comments:	
-		
	If you would like us to call you, please fill in your telephone number: (	
	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.





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	Newspaper Google Used us Before Logo on Truck	
	Google Subset Used us Before Logo on Truck	
	Other	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or with our most recent plumbing repair?	dissatisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?	
	Fell Far Below         1         2         3         4         5         6         7         8         9         10	Far Exceeded Your Expectations
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         ☑1	) Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service	e?
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following:  Very Poor Excell	ent
	Overall	
	Courteous	
	Knowledgeable	OVER)

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	Knowledgeable	Did Not
	Explanation of Repair12345678910	Explain
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  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 provide	dod





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1.	Where have you  Newspape Google Other		X Fi	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 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	<u></u> 5	<u>6</u>	7	8	9	<b>X</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	<u></u> 4	5	<u>6</u>	7	8	9	<b>2</b> 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	<u> </u>	<u>2</u>	3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	<b>2</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	nend 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	<b>1</b> 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<b>□</b> 1	2	□3	<u></u> 4	<u></u> 5	<u>6</u>	7	<b>□</b> 8	<u> </u>	<b>X</b> 10	
	Courteous	1	2	Пз	4	5	<u>6</u>	7	8	<u> </u>	<b>×</b> 10	
	Knowledgeable	1	2	Пз	4	5	<b>□</b> 6	7	<u></u> 8	<u> </u>	<b></b> 10	(OVER)
											1	(UVLN)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent
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12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10           Knowledgeable         1         2         3         4         5         6         7         8         9         10	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b. 16.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable  How satisfied or dissatisfied were you with the time needed to complete the repair?	
10.	Extremely Dissatisfied	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness  Trustworthiness  1	
	Comments: VERRY HAMY WITH THE JOB"	
	If you would like us to call you, please fill in your telephone number:	ded.





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1.	Where have you  Newspape Google Other	er 🔲	rd about W Friend Used us			Billboa Logo d	ard		Y)		
					OVE	RALL					
2.	Considering ever with our most red			call to t	he com	pletion (	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1	2	<u>4</u>	<u></u> 5	<b>6</b>	<b>□</b> 7	8	9	<b>¥</b> 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations		service me 2 3	et your	expect	ations?	7	<b>X</b> 8	<u></u> 9	<u></u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair servic	e. How we	ell did W	/NY Plur	mbing c	ompare	with you	our idea	l? <b>10</b>	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WN	Y Plum!	oing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomm	nend Wi	NY Plum	nbing Se	ervices	to a frieı	nd?		
	Definitely Will Not Recommend	_1 _	2 3	<u>4</u>	5	<b>□</b> 6	7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	<u>resentative</u>	on the	followin	ng:				Excellent	
	Overall		2  3	<b>□</b> 4	<b>□</b> 5	<b>6</b>	7	8	<b>9</b>	¥ 10	

3 4 5 6 7

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 410  Excellent
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	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9              ☑ 10              ☐ Not Explanation of Repair         1         2         3         4         5         6         7         8         9         ☑ 10              ☐ Did Not Explain         □
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1.	Where have you  Newspape Google Other		eard about V Friend Used us			(" <b>X" AL</b> Billboar .ogo oi	d		()		
					OVER	ALL		Patrici			
2.	Considering ever with our most re			call to th	e compl	letion of	f the re	pair, hov	w satisfi	ed or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	<u> </u>	<u> </u>	<u> </u>	7	8	<b>1</b> 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repa	ir service m	eet your	expecta	tions?					
	Fell Far Below Your Expectations	1	2	4	<u></u> 5	<b>□</b> 6	7	<b>1</b> 8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	rice. How we	ell did Wi	NY Plum	bing co	mpare	with yo	ur ideal'	?	
	Very Far From Your Ideal	1	2	<b>4</b>	5	<u>6</u>	7	<b>V</b> 8	9	<u> </u>	Matches Your Ideal
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	Definitely Will Not Use Next Time	<b>1</b>	2	4	5	<u> </u>	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomn	nend WN	Y Plumb	ing Ser	vices t	o a frien	nd?		
	Definitely Will Not Recommend	<b>1</b>	2	<u> </u>	<u></u> 5	<b>□</b> 6	7	8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	epresentative	on the f	ollowing	g:			ı	Excellent	
	Overall		2  3	<b>□</b> ₄ [	5	76	7	Па		410	
	Courteous									[4 <sub>10</sub>	

□3 □4 □5 □6 □7

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	Knowledgeable	
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Satisfied  Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	44
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!	
1	Comments:  Great job Two small elements to fix in order to improve - the wat tank was removed from the basement and water dripped over the corpe in the stairs. We were warm that the carpet was not stained by I von, 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.	et
	The kehmician removed the Conalarm since he believed it was triggered but did no put it back. We found it take in the week on the table.	OF

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				OVE	RALL				
2.	Considering ever with our most red	ything from yo cent plumbing	our initial call to repair?	the com	pletion of	f the re	pair, ho	w satisfied or diss	satisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	5	<u></u> 6	7	8	9 10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet yo	ur expect	ations?				
	Fell Far Below Your Expectations	□1 □2	3 4	<u></u> □5	<u></u> 6	7	8	9 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plui	mbing co	mpare	with yo	our ideal?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	5	<b>□</b> 6	7	8	9 \( \)10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plui	mbing the	next tim	ne you	need pl	umbing service?	
	Definitely Will Not Use Next Time	<b>□</b> 1 <b>□</b> 2	□3 □4	5	<u></u> 6	7	8	□9 □10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend	NNY Plum	nbing Sei	rvices 1	o a frie	nd?	
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	5	<b>□</b> 6	<b>7</b>	8	9 10	Definitely Will Recommend
7.	Please rate the to	elephone repro	esentative on th	ne followi	ng:			Excellent	
	Overall	□1 □2	<u>3</u> 4	<u></u> 5	<b>□</b> 6	7	<b>8</b>	9 10	
	Courteous	□1 □2	☐3 ☐4	5	□6	7	<b>8</b>	9 10	

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

	QUESTIONS ABOUT SCHEDULING									
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	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10									
	Knowledgeable									
	Explanation of Repair	Did Not Explain								
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	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness  Standing Behind Their Work  Their Work  Trustworthiness  Trustworthiness  Trustworthiness  Their Work  Their									
	Comments:									
()= 										
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1.	Where have you Newspape Google Other		F	l about \ riend Ised us			Billbo			.Y)		
						OVE	RALL			largie j		
2.	Considering ever with our most re	rything cent pl	from yo umbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<b>□</b> 1	_2	3	<u>4</u>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	□8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	lid this	repair se	ervice m	eet you	r expec	tations?	)				
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<b>□</b> 5	<b>⊠</b> 6	<b>□</b> 7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair	service.	How w	ell did \	NNY Plu	mbing	compare	e with yo	our idea	ıl?	
	Very Far From Your Ideal	<u> </u>	_2	3	<u></u> 4	<u></u> 5	⊠ę́	<b>□</b> 7	8	<u> </u>	<u> </u>	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	2	Пз	<u></u> 4	<u></u> 5	<b>⊠</b> 6	7	□8	<u></u> 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomr	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<b>□</b> 1	<u>2</u>	<b>□</b> 3	<u></u> 4	<u></u> 5	<b>⊠</b> 6	<b>7</b>	8	<u> </u>	<u></u> 10	Definitely Will Recommend
7.	Please rate the t	elephor	e repre	sentativ	e on the	e followi	ng:					
		Very P	oor				,				Excellent	
	Overall		2	□3	4	5	<b>⊠</b> 6	7	□8	<u> </u>	<u> </u>	
	Courteous	<b>□</b> 1	_2	Пз	<b>4</b>	<u></u> 5	<b>26</b>	7	<b>□</b> 8	<u></u> 9	□10	

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

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	llent
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	lled
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	I Not
	Explanation of Repair	olain 🔲
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	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.	Dissatisfied	tremely tisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\begin{array}{cccccccccccccccccccccccccccccccccccc	
	Comments:	
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provided.	







## www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  The day after I called  Three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. 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 fellowing:								
	Very Poor 16 5								
	Professionalism								
	Knowledgeable								
	Explanation of Repair	Did Not Explain							
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16)								
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
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							
14	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent								
	Trustworthiness  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!								
	Comments:								
-		<del></del>							
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 provide	ed.							





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





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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called 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 \square No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Professionalism  Very Poor  Excellent  Professionalism  1								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) 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.									
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  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!								
6 <del>-</del>	Comments: Pat K was pleasant, personable, neat and did a great job! Therebyon!								
'	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								





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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called								
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 \(\bigcap\) No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Professionalism  Very Poor  Excellent  Professionalism  1								
	Knowledgeable	Did Not							
	Explanation of Repair	Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness Standing Behind Their Work  Their Work  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!								
	Comments:								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.							





4425 Walden Avenue Lancaster, NY 14086

1.	Where have you  Newspape Google Other		F	about V riend sed us			Billboa			Y)		·
						OVE	RALL					
2.	Considering ever with our most red	ything f cent plu	from you Imbing I	ır initial epair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u> </u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di	id this r	epair se	rvice m	eet you	r expect	ations?				1	
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	3	<b>4</b>	<u></u> 5	<b>6</b>	7	8	9	110	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	<b>□</b> 1	2	3	4	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	110	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices <sup>·</sup>	to a frie	nd?		
	Definitely Will Not Recommend	<b>□</b> 1	<u> </u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall		<u>2</u>	<b>□</b> 3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<b>□</b> 9	10	
	Courteous	<b>□</b> 1	2	<b></b> 3	<b>4</b>	<u></u> 5	<u></u> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	<b>1</b> 0	
	Knowledgeable	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 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	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  The day after I called  Three days after I called  Three days after I called	· I called
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	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other  Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
	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
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: Excellent Service Lechnician!	
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.





4425 Walden Avenue Lancaster, NY 14086

1.	Where have you s  Newspaper Google Other		about WNY Pl riend sed us Befo	□В	"X" ALL THA illboard ogo on Tru		Y)		
				OVER/	ALL				
2.	Considering every with our most rece			the comple	etion of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	3 4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>□10</b>	Extremely Satisfied
3.	To what extent did Fell Far Below Your Expectations	this repair se	ervice meet you	ır expectat	ions? 67	8	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal r Very Far From Your Ideal	epair service.	How well did	WNY Pluml	bing compar	e with yo	our idea	l?	Matches Your Ideal
5.	How likely or unlik	cely are you to	use WNY Plun	nbing the n	ext time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	<u> </u>	9	<b>№</b> 10	Definitely Will Use Next Time
6.	How likely or unlik	cely are you to	recommend V	VNY Plumb	ing Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5 [	<b>_</b> 6 <b>_</b> 7	8	9	10	Definitely Will Recommend
7.	Please rate the tel	ephone repres	sentative on th	e following	:			Excellent	
	Overall [	<u> </u>	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	9	410	
	Courteous	1 2	□3 □4	<u></u>	<b>□</b> 6 <b>□</b> 7	8	9	10	
	Knowledgeable [	12	<b>□</b> 3 <b>□</b> 4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>1</b> 0	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called Two days after I called The day after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? 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)								
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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status?								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor  Trustworthiness								
-	Comments: Thank you								
	f you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality ser									our home. We are e take a minute to
1.	Where have you  Newspape Google Other	_	eard about V Friend Used us			Billboa			Υ)		
					OVE	RALL					
2.	Considering ever with our most re			call to t	he com	pletion (	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2 3	<u>4</u>	<u></u> 5	<b>6</b>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet you	expect	ations?					
	Fell Far Below Your Expectations	1	2	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	vice. How w	ell did V	/NY Plui	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _	2	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	10	Matches Your Ideal
5.	How likely or unl	i <mark>kely are</mark> yo	ou to use WN	IY Plum	bing the	next tii	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<b>9</b>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	ou to recomr	nend W	NY Plum	nbing Se	ervices	to a friei	nd?		
	Definitely Will Not Recommend	_1 _	2	4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone re Very Poor	<u>epresentativ</u>	e on the	followin	ng:	-			Excellent	
	Overall	<b>1</b>	2 🔲 3	<b>4</b>	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>∑10</b>	
	Courteous	<b>1</b>	2  3	<b>П</b> 4	<b>5</b>	<b>6</b>	7	П8	<b>П</b> 9	<b>N</b> 10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10

35.	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									
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	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) No (CONTINUE)									
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other									
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	8								
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-		<u> </u>								
-	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	led.								



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4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

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

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	QUESTIONS ABOUT SCHEDULING								
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13.	Please rate the service technician on the following:  Very Poor  Excellent								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
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1/1	QUESTIONS ABOUT SCHEDULING						
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8	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					
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**Very Poor** 

Overall

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**Excellent** 

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lu.	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor
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	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!
	FULL KNOWLEGE OF THE JOB AND REPAIRED I WITH NO PROBLEMS IN All.  HE DID A GREAT CRAN UP JOB AND REPAIRED I WITH NO PROBLEMS IN All.  If you would like us to call you, please fill in your telephone number: (





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Knowledgeable

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1.	Where have you  Newspape Google Other		Fr	iend	NY Plu Before		Billboa			Y)		
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4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	<b>!</b> ?	
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6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
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7.	Please rate the te	elephon Very Po	-	<u>entativ</u>	e on the	followi	ng:				Excellent	
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**□**5 **□**6 **□**7

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	Excellent						
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	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair	Did Not						
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<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
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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						
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17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent							
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	Comments:							
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	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



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1.	Where have you  Newspape Google Other		F	about V riend sed us			Billbo			Y)		
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3.	To what extent di Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	<u> </u>	<u> </u>	⊠10	Far Exceeded Your Expectations
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13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent							
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	Explanation of Repair	Did Not						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	Explain L						
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15a. 15b.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?	Extremely						
	Dissatisfied	Satisfied						
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Very Poor  9. What day was Same day The day a  10. Generally, on w Sun.  11. Generally, wha Morning  12. Were you contain  13. Please rate the  Professionalism  Knowledgeable  Explanation of Re	time of day would you prefer service?  Afternoon Evening (after 5p.m.) No particular time  acted by phone to confirm the appointment?  Service technician on the following:  Very Poor  1
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Professionalism  Knowledgeable  Explanation of Re	QUESTIONS ABOUT THE REPAIR ITSELF           e service technician on the following:         Excellent           Very Poor         0           1         2           3         4           5         6           7         8           9         10           1         2           3         4           5         6           7         8           9         10
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Professionalism  Knowledgeable  Explanation of Re	Very Poor       Excellent         □ 1       □ 2       □ 3       □ 4       □ 5       □ 6       □ 7       □ 8       □ 9       □ 10         □ 1       □ 2       □ 3       □ 4       □ 5       □ 6       □ 7       □ 8       □ 9       □ 10
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6. How satisfied o Extremely Dissatisfied	r dissatisfied were you with the time needed to complete the repair?  1 2 3 4 5 6 7 8 9 70 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
7. Please rate We  Trustworthiness Standing Behind Their Work	Stern New York Plumbing on the following:   Very Poor
Please c	heck this box if you will also use an online rating service, Thank you!
Comments: M IS BELL ULTSTAND If you would like	us to call you, please fill in your telephone number:   THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.

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Knowledgeable

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1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pluriend sed us Before		("X" AL Billboar Logo or	rd	-	<b>(</b> )		
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	Extremely Dissatisfied	1 2	<u>3</u> <u>4</u>	<u></u> 5	<b>□</b> 6 [	7	8	9	<u>X</u> 10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expecta	ations?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	5	<b>□</b> 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	VNY Plun	nbing co	mpare	with yo	ur ideal	?	
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5.	How likely or unl	ikely are you to	use WNY Plum	bing the	next tim	e you	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plum	bing Ser	vices t	o a frier	nd?		
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, 3H	QUESTIONS ABOUT SCHEDULING
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	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home?
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other ST APPT, WAS ESTIMATE
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments:
	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.



# RECEIVED OCT 2 6 2023

## www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Billboard Newspaper Google Used us Before Logo on Truck AND called to set Appointment 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 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> 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	
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.	Morning Afternoon Evening (after 5p.m.) No particular time	
12.	were you contacted by phone to commit the appointment.	
14	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)	
	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable	
	a partial to be crustou, and we keep year morniou about states.	
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	1
5-8	QUESTIONS ABOUT WNY PLUMBING CO.	
17		
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!	
5	Comments: SOLTSFIED NEED SEPTICE All UNPLUGGED 30 CON USE SHOWER	JOE H
	If you would like us to call you, please fill in your telephone number: (,	C+C





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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality service						ur home. We are a take a minute to
1.	Where have you  Newspape Google Other	er 🔲 Fi	about WNY Pluriend sed us Before	Billbo		PPLY)		
1				OVERALL				
2.	Considering ever with our most re			the completion	of the repair	r, how satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	7	8 🗷 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations	?			2.00
	Fell Far Below Your Expectations	<u> </u>	<u>3</u> 4	<u></u> 5 <u>6</u>	7	]8 <b>X</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare wit	h your ideal	?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	□5 □6	□7 □	<b>18</b> ⊠9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next t	ime you nee	d plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<b>□</b> 3 <b>□</b> 4	<b>□</b> 5 <b>□</b> 6		la ⊠9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	Services to a	friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	7	la ⊠9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:			Excellent	
	Overall	$\square_1$ $\square_2$	□3 □4	□5 □6	7	8 🗹 9	<u> </u>	
	Courteous		$\square_3$ $\square_4$	$\Box_5$ $\Box_6$		8 🕅 9	 	

☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☑9 ☐10

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

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	QUESTIONS ABOUT SCHEDULING						
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13.	Please rate the service technician on the following:						
	Professionalism						
	Knowledgeable						
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17.	Please rate Western New York Plumbing on the following:						
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	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.						