





### www.wnyplumbing.com

1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper   Friend   Billboard   Google   Used us Before   Logo on Truck    Other  OVERALL  2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?  Extremely Dissatisfied   1   2   3   4   5   6   7   8   9   10   Extremely Satisfied    3. To what extent did this repair service meet your expectations?  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 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   Definitely 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   Definitely Will Recommend    7. Please rate the telephone representative on the following:	dedic	vould like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ng the c elp us im	pportur prove d	nity to s our qual	service t lity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e 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 Dissatisfied	1.	Newspaper ☐ Friend ☐ Billboard   ☐ Google ☐ Used us Before ☐ Logo on Truck											
with our most recent plumbing repair?  Extremely Dissatisfied							OVE	RALL					
3. To what extent did this repair service meet your expectations?  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 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 Definitely Will Use Next Time  6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend?  Definitely Will Not Recommend  1 2 3 4 5 6 7 8 9 10 Definitely Will Recommend	2.	Considering ever with our most red	ything f cent plu	from you ımbing ı	ır initial epair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
Fell Far Below Your Expectations  1		Extremely Dissatisfied	<u></u> 1	_2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>10</b>	
4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?  Very Far From Your Ideal  1	3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
Very Far From Your Ideal  1			<u> </u>	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	<b>10</b>	
Your Ideal  1	4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	compare	e with yo	our idea	l?	
Definitely Will Not Use Next Time  1			1	2	3	4	<u></u> 5	□6	7	8	9	<b>⊠</b> 10	
Use Next Time  Use Next Time  1	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			<b>□</b> 1	_2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	_7	8	<u> </u>	10	•
Recommend Recommend	6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
7. Please rate the <u>telephone representative</u> on the following:			<b>□</b> 1	_2	3	<u>4</u>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<u>10</u>	•
Very Poor Excellent	7.	Please rate the te			sentativ	e on the	followi	ng:				Excellent	
Overall $\Box_1 \Box_2 \Box_3 \Box_4 \Box_5 \Box_6 \Box_7 \Box_8 \Box_9 \bigcirc 10$		Overall				$\square_{A}$		Пе	$\square_7$	Па	Па		
						☐,	□-						
Courteous				<u></u> □2	<u></u> □3	<u></u>	□5		<u></u>	□ ¤	<u></u>	<b>₩</b>	

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 40  Excellent										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called										
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day										
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time										
12.	. Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following:										
14a. <b>1</b> 4b.	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  Explanation of Repair  1 2 3 4 5 6 7 8 9 10  Explanation of Repair  1 2 3 4 5 6 7 8 9 10  Explanation of Repair  1 a 2 3 4 5 6 7 8 9 10  Explain  Did Not Explain  Did we complete the repair on our first trip to your home?  Yes (SKIP TO 0.16)  No (CONTINUE)  a part had to be ordered										
150	the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other  Other										
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order only did holided.  If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable status?  How satisfied or dissatisfied were you with the time needed to complete the repair?										
15D. 16.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  Solvence Not applicable  How satisfied or dissatisfied were you with the time needed to complete the repair?										
10.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 40 Satisfied  Extremely Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:										
	Trustworthiness  I 1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!										
	Comments:										
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										





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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality service	ng WNY Plumbir e. In order to he	ng the opportu elp us improve (	nity to service our quality of s	the plumbing in ervice to you, ple	your home. We are ase take a minute to				
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper										
15.00				OVERALL							
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?										
	Extremely Dissatisfied	□1 □2	□3 □4	<b>□</b> 5 <b>□</b> 6	<b>□</b> 7 □8	□9 □10	Extremely Satisfied				
3.	To what extent d	id this repair s	ervice meet you	r expectations?							
	Fell Far Below Your Expectations	□1 □2	3 4	□5 □6	<b>□</b> 7 <b>□</b> 8	□9 □10	Far Exceeded Your Expectations				
4.	Imagine an ideal	repair service.	How well did V	WNY Plumbing o	compare with y	our ideal?					
	Very Far From Your Ideal	□1 □2	☐ 3 ☐ 4	□5 □6	7 8	□9 □10	Matches Your Ideal				
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	me you need p	lumbing service?					
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<b>□</b> 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 Plumbing S	ervices to a frie	end?					
	Definitely Will Not Recommend	<u> </u>	□3 □4	<b>□</b> 5 <b>□</b> 6	<b>□</b> 7 <b>□</b> 8	□9 □10	Definitely Will Recommend				
7.	Please rate the to	elephone repre	sentative on the	e following:							
		Very Poor				Excellen	t				
	Overall	<b>1 2</b>	<u></u> 3 <u></u> 4	<u></u>	<b>□</b> 7 <b>□</b> 8	<b>□</b> 9 <b>□</b> 10					
	Courteous	□1 □2	☐ 3 ☐ 4	□5 □6	<b>□</b> 7 <b>□</b> 8	9 10					

☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐

	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									
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									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
<b>1</b> 4b.										
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status?  Yes  No  Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:  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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**Courteous** 

Knowledgeable

dedi	would like to than cated to providing ver this important	quality service	g WNY Plumbi . In order to he	ng the opp elp us imp	portunity to s rove our qual	ervice the ity of ser	ne plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspaper Google Other	r 🔲 F	about WNY Pluriend sed us Before	В	"X" ALL THA sillboard ogo on Truc		<b>(</b> )		
				OVER/	ALL				
2.	Considering every with our most red	ything from you cent plumbing	ur initial call to repair?	the compl	etion of the re	epair, hov	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	8	9	<b>2</b> 10	Extremely Satisfied
3.	To what extent di	d this repair se	ervice meet you	r expectat	ions?				
	Fell Far Below Your Expectations	□1 □2	□3 □4	<u></u> 5 [	<b>_</b> 6 <b>_</b> 7	8	9	图10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Pluml	bin <mark>g com</mark> pare	e with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	9	<b>1</b> 0	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plum	bing the n	ext time you	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	<b>□1 □</b> 2	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>⊠10</b> (	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend W	NY Plumb	ing Services	to a frier	nd?	,	
	Definitely Will Not Recommend	<b>□1 □</b> 2	□3 □4	<u></u> 5 [	<b>_</b> 6 <b>_</b> 7	8	9	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the te		sentative on the	e following	<b>]</b> :			£	
		Very Poor						Excellent	
	Overall		<b>□</b> 3 <b>□</b> 4	<u></u>	<b>∐</b> 6 <b>∐</b> 7	<b>∐</b> 8	9	<b>2</b> 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									
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  Longer than 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. Sat. No particular day									
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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									
	Knowledgeable □1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10									
	Evaluation of Panair									
	Zi									
14a. 14b.	,,									
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  It is a standing Behind Their Work  T									
	Comments:									
-										
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RECEIVEL JAN G 8 2025

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4425 Walden Avenue Lancaster, NY 14086

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

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor										
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12.	. Were you contacted by phone to confirm the appointment? $\square$ Yes $\square$ No $\square$ But a most got $\square$ No $\square$ Read time										
	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)										
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	QUESTIONS ABOUT WNY PLUMBING CO.										
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	Comments:										
	was a little expensive for cleaning " of the										
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1.	Where have you  Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
		401				OVE	RALL	1				
2.	Considering ever with our most red				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<b>□</b> 1	_2	Пз	<b>4</b>	<u></u> 5	<b>□</b> 6	7	8	9	<u>  10</u>	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	<b>□</b> 7	<u> </u>	<u> </u>	<b>1</b> 0	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 you	our idea	l? <b>⊠10</b>	Matches Your Ideal
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	Definitely Will Not Use Next Time	<b>□</b> 1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
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	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<b>1</b>	<b>2</b>	Пз	<b>4</b>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	□8	<u> </u>	<b>1</b> 0	
	Courteous	1	2	<u></u> 3	4	5	<u>6</u>	7	8	<u> </u>	<b>1</b> 0	
	Knowledgeable	<u> </u>	2	Пз	<b>4</b>	<u></u> 5	<b>□</b> 6	7	<b>□</b> 8	<u> </u>	<b>1</b> 0	(OVER)

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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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1.	Where have you	ı seen or heard	d about WNY P	lumbing?	("X" Al	L THA	T APPL	Y)		
	Newspape		riend		Billboa					
	Google		Jsed us Befo		Logo o		k			
	Other				2090 0					
	Other			OWER	VVII	1 4 4 5 E		11 (2.17)	大大学的政治	
				OVER						
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the comp	oletion o	f the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	5	<u></u> 6	7	8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet yo	ur expecta	ations?					
	Fell Far Below Your Expectations	<b>□</b> 1 <b>□</b> 2	3 4		<b>□</b> 6	<u> </u>	8	9	<b>△10</b>	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service	. How well did	WNY Plur	nbina co	mpare	with yo	ur idea	l?	
	Very Far From	$\square_1$ $\square_2$	$\square_3$ $\square_4$		П <sub>6</sub>		∏8	<b>9</b>	<b>⊠</b> 10	Matches
	Your Ideal			. []3		/ <sub></sub>			710	Your Ideal
5.	How likely or unl	likely are you to	o use WNY Plu	mbing the	next tin	ne you	need pli	umbing	service?	
	<b>Definitely Will Not</b>		$\square_3$ $\square_4$	. $\square_5$	Пе	$\square_{7}$	П8	П9	₹10	Definitely Will
	Use Next Time		LJ3 LJ4	. Шэ		/	0	Пэ		Use Next Time
6.	How likely or unl	likely are you to	o recommend	WNY Plum	bing Se	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	.   5	<u></u> 6	<b>□</b> 7	8	<u> </u>	☑10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on th	ne followin	na:					
		Very Poor			· J.				Excellent	
	Overall	$\Box_4$ $\Box_0$				$\square_{\neg}$	По	$\Box_{0}$	Dan	

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





### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ng the d elp us in	pportui prove (	nity to sour qual	service flity of se	the plur ervice to	nbing in yo you, pleas	our home. We are se take a minute to
1.	Where have you  Newspape Google Other	er	⊠ F	riend sed us	Before	e 🗵	Billbo			.Y)		
						OVE	RALL					
2.	Considering ever with our most re-	ything f cent plu	from you ımbing ı	ır initial epair?	call to	the com	pletion	of the r	epair, ho	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	<b>⊠</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	5	□6	<b>□</b> 7	8	<u> </u>	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	2	Пз	<u></u> 4	5	<b>□</b> 6	_7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	10.7.		$\square_3$	$\square_{4}$	$\Box_5$		<b>□</b> <sub>7</sub>	Пв	<b></b> 9	<b>⊠</b> 10	
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	Sour teoris		2	<u></u> 3	<u></u> 4	∟ு≎	∐6	/	o	$\square$ 3		

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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 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.	Perf I V - (OVID TO O 40)										
<b>1</b> 4b.	b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other										
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days 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  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:										
,-	Michael was profession, courteous, and very neat! He was conscientious in his work and meticulous in cleaning up afterwords and explained everything he did.										
- 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.										





#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ng the c Ip us im	pportur prove (	nity to s our qual	service t lity of se	the plur rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper Friend Billboard  Google Used us Before Logo on Truck  Other											
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	<u>6</u>	<u> </u>	8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent di	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u> </u>	5	<u> </u>	7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	<u> </u>	<u></u> 5	<u> </u>	7	8	9	<b>1</b> 0	Matches Your Ideal
5.	How likely or unli	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	<b>□</b> 6	7	8	<u> </u>	<b>V</b> 10	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recomr	nend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<b>X</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te			sentative	e on the	followi	ng:					
		Very P	oor	_							Excellent	
	Overall	1	<u>2</u>	3	<b>4</b>	5	<u></u> 6	∐7	8	9	<b>×</b> 10	

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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10	Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called 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										
	Knowledgeable										
	Explanation of Repair	Did Not Explain									
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
<b>1</b> 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?										
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  Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!  Excellent  To be a service of the										
-	Comments:  a little more approvince than others										
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.									

RECEIVE JAN 2 7 2025

## WAYPLUMBING

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dedi	would like to than cated to providing ver this important	quality ser	iving WNY vice. In ord	Plumbi der to he	ng the c elp us im	pportui prove (	nity to s our qual	ervice t ity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		ard about \ ] Friend ] Used us			Billbo			<b>Y</b> )		
					OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									atisfied were you	
	Extremely Dissatisfied	_1 _	2	<b>4</b>	<u></u> 5	<u> </u>	7	8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations		r service m	neet you	r expect	ations?	<b>□</b> 7	8	<u> </u>	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	<u> </u>	ce. How w	vell did \	WNY Plu	mbing o	compare	with yo	our idea	l? <b>\Z</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are yo	u to use WI	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2	4	<u></u> 5	<u> </u>	_7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recom	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor	<u>presentativ</u>	e on the	e followi	ng:				Excellent	
	Overall	<b>1</b>	2 3	<b>4</b>	<u></u> 5	<u>6</u>	7	□8	<u> </u>	<b>⊠</b> 10	
	Courteous	□1 □	2 3	<b>4</b>	<u></u> 5	<u>6</u>	7	<u> </u>	9	<b>⊠</b> 10	
	Knowledgeable		2 3	4	5	<u>6</u>	7	8	<u> </u>	<b>1</b> 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  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.)										
12.	2. Were you contacted by phone to confirm the appointment? Yes \(\sum \text{No}\)										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the <u>service technician</u> on the following:										
	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										
	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)  If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other										
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:										
	Trustworthiness Standing Behind Their Work  Their Work  Trustworthiness  Trustworthiness  Trustworthiness  Their Work  Their W										
	Comments:  Save Me all oftens Tothink about  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 JAN 2 7 2025

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dedi	would like to than cated to providing ver this important	quality	service	ig winy e. In ord	er to he	ng the d elp us im	iprove (	our qual	lity of se	rvice to	you, pleas	e take a minute to
1.	Where have you  Newspape Google Other		F	about V riend Ised us		e 🗌	Billboa Logo			Y)		
						OVE	RALL					
2.	2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									atisfied were you		
	Extremely Dissatisfied	_1	2	3	4	5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u> </u>	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	compare	e with yo	our idea	l? /	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<b>1</b> 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	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	_7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	<u></u> 1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u></u> 6	_7	<b>8</b>	<u> </u>	10	
	Courteous	1	2	3	4	5	<u> </u>	7	8	9	10	
	Knowledgeable	1	2	<u></u> 3	<b>4</b>	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  Three days after I called										
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	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following:										
	Professionalism  Very Poor  Excellent  Professionalism  1										
	Knowledgeable										
	Explanation of Repair										
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
<b>1</b> 4b.											
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 Satisfied  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.										

# WAYPLUMBING

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JAN 2 7 2025

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to than cated to providing ver this important	g quality	service	g WNY . In ord	Plumbir ler to he	ng the o	pportur prove d	nity to s our qual	service t ity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									atisfied were you		
	Extremely Dissatisfied	1	2	3	<u></u> 4	5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	lid this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	5	<u></u> 6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	e with yo	our idea	l?	
	Very Far From Your Ideal	<u></u> 1	2	3	4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	9	10	Matches Your Ideal
5.	How likely or un	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	Пз	4	<u></u> 5	<b>□</b> 6	_7	8	9	10	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	4	<u></u> 5	<u></u> 6	7	8	9	40	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overell	very PC						<b>□</b> →			<b>1</b> 10	
	Overall	1	<u></u> □2	<u></u>	<b>□</b> 4	<b>□</b> 5			 □_α	<u></u>		
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	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor										
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12.	Were you contacted by phone to confirm the appointment?  Ves  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 40										
	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?										
<b>1</b> 4b.											
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:  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: Blargaady varted on Google!										
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										



RECEIVED

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dedi	would like to than cated to providing ver this important	quality	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	the plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		Fi	about V riend sed us			Billboa Logo (			Y)		
						OVE	RALL					
2.	Considering ever with our most re-	ything f cent plu	rom you mbing r	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> 1	_2	Пз	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	X 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>	X10	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		Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	_2	<u></u> 3	4	<u></u> 5	<b>□</b> 6	_7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentative</u>	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	2	□3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	10	
	Courteous	<u> </u>	2	3	<b>4</b>	<u></u> 5	<b>□</b> 6	7	8	9	<b>10</b>	
	Knowledgeable	<u> </u>	2	3	<b>4</b>	<u></u> 5	<b>□</b> 6	7	8	9	<b>10</b>	(OVER)

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called The day after I called Three days after I called Three days after I called										
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day										
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time										
12.	. Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the service technician on the following:  Very Poor  Excellent										
	Professionalism         1         2         3         4         5         6         7         8         9         10										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain										
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
<b>1</b> 4b.											
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.	If a part had to be ordered, did we keep you informed about status?										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:										
	Very Poor  Trustworthiness  Standing Behind Their Work  Their Work  Trustworthiness  Trustw										
-	Comments: PAT WAS KNOWLEGABLE FAIRNALT AND EXPLANCE THE PEPAIA. YOU SHOULD GIVE HIM A PAISE, THANK YOU FOR YOUR HELP.										
	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.										



JAN 2 7 2025

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to than cated to providing wer this important	quality service	ng WNY Plumbi e. In order to he	ng the oppor elp us improv	tunity to s e our qua	service to lity of se	he plur rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pluriend Ised us Before	Bill	" ALL THA board o on Trud		<b>Y</b> )		
				OVERAL					
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the completi	on of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<b>□1 □</b> 2	□3 □4	<u></u>	6 🔲 7	8	9	<b>№</b> 10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectation	s?				
	Fell Far Below Your Expectations	□1 □2	□3 □4	<u></u>	6 🔲 7	8	9	<b>10</b>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbir	g compare	e with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	<u></u>	6 🔲 7	8	9	<u>×</u> 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	t time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u>	6 🔲 7	8	<u> </u>	X)10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbino	Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	<u> </u>	<b>10</b>	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	$\square_1$ $\square_2$	$\square_3$ $\square_4$	□5 □	6	<b>□</b> 8	<u></u> 9	<b>⊠</b> 10	
	Courteous	$\Box_1 \Box_2$	$\square_3$ $\square_4$		$\begin{bmatrix} -1 \\ 0 \end{bmatrix}$	8	<u> </u>		

☐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	i								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  The day after I called  Three days after I called									
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day									
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10           Knowledgeable         1         2         3         4         5         6         7         8         9         10           Explanation of Repair         1         2         3         4         5         6         7         8         9         10         Explain	1 1								
14a.	My (2012-72-2-12)									
<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									
	. 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.	u								
17.	Please rate Western New York Plumbing on the following:									
17.	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  Toustworthiness  1									
	Comments:									
-										
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									





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4425 Walden Avenue Lancaster, NY 14086

Recommend

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 Dest in Meginal in red. OVERAL 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. Far Exceeded **Fell Far Below Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 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 Definitely Will Not** 

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

Very Poor

 Overall
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10

 Courteous
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10

(OVER)

Recommend

**Excellent** 

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called 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.) Particular time										
12.	Were you contacted by phone to confirm the appointment? Yes No										
13-4	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)										
14b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other										
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.	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:										
	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.										

## WAY PLUMBING

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4425 Walden Avenue Lancaster, NY 14086

dedi	would like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbii ler to he	ng the d elp us in	pportur prove o	nity to s our qual	service lity of se	the plun ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			.Y)		
						OVE	RALL					
2.	Considering 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	5	<u> </u>	7	8	9	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect			<b>1</b> 8	9	<u></u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did V	WNY Plu	mbing o	compare	e with ye		l? <b>10</b>	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	lumbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	'NY Plun	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<b>□</b> 1	2	3	<u></u> 4	5	<u> </u>	_7	8	<b>1</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:		,		Excellent	
	Overall	□ 1	2	<u></u> 3	<b>4</b>	<u></u> 5	<u>6</u>	7	$\boxtimes$ 8	<u> </u>	<u> </u>	
	Courteous	<u> </u>	2	<u></u> 3	<b>4</b>	<u></u> 5	<u>6</u>	7	<b></b> 8	<b>2</b> 9	<u> </u>	
	Knowledgeable	<u> </u>	2	□3	<b>4</b>	<u></u> 5	<b>□</b> 6	7	<u> </u>	20	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called Two days after I called Three days after I called  Longer than three days after I called										
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. 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	Miles and									
	Professionalism										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain										
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
<b>1</b> 4b.	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 The FIX REDIVED Add It and ASSISTANCES										
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  Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:										
	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!										
	STILL WAITING ROLL SOMEONE TO COME TO MAKE FINAL REPAIRS  If you would like us to call you, please fill in your telephone number:										
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.										



RECEIVED
JAN 3 0 2025

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dedi	would like to than cated to providing ver this important	quality	service	g WNY e. In ord	Plumbin ler to he	ng the c elp us im	pportui prove (	nity to s our qua	service lity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most red				call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u>4</u>	5	<u> </u>	7	8	9	<b>10</b>	Extremely Satisfied
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>	<b>Ø</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	Bow w	rell did V	VNY Plui	mbing o	compare	e with you	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	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u></u> 6	_7	8	9	<b>□</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>□</b> 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	e followii	ng:				Excellent	
	Overall	<b>□</b> 1	2	□ 3	4	<u></u> 5	<b>□</b> 6	7	<b>□</b> 8	<b>1</b> 9	<u> </u>	
	Courteous	1	2	3	4	5	6	7	8	9	<u> </u>	
	Knowledgeable	□ 1	2	3	<b>4</b>	5	<b>6</b>	7	8	<b>2</b> 9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent									
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Virues. 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									
	Did Not	1								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 110 Explain	]								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16)									
<b>1</b> 4b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other  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  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.									