



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

dedic	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in you cated to providing quality service. In order to help us improve our quality of service to you, pleasiver this important survey.	our home. We are se 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	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or diss with our most recent plumbing repair?	atisfied 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 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	Definitely Will 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 Two days after I called The day after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day									
11.	. Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: 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: The had Mike & Tyder at my home forh were excellent and professional									
	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	er 🔲 F	l about WNY Plu riend Ised us Before	Billbo		PPLY)		
				OVERALL				
2.	Considering ever with our most re	cything from you	ur initial call to trepair?	the completion	of the repai	r, how satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	3 4	□ 5 □ 6	7	8 🔲 9	☑ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	ervice meet you	r expectations?	7	8 🗌 9	☑ 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbing o	compare wit	th your ideal	? 1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	me you nee	d plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6		8 🔲 9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing So	ervices to a	friend?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	□ 5 □ 6		8 🔲 9	☑ 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:			Excellent	
	Overall	□1 □2	<u>3</u> 4	□5 □6	□7	8 🔲 9	1 0	
	Courteous	□1 □2	<u>3</u> 4	□5 □6		8 🔲 9	1 0	

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

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	Professionalism Very Poor Excellent Professionalism 1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
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17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc
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				OVERALL					
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	Definitely Will Not Use Next Time	□1 □2	3 4	□ 5 □ 6	<u> </u>	<u> </u>	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing S	ervices to	a frien	d?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u>	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	following:				Excellent	
	Overall	<u>1</u> <u>2</u>	☐3 ☐4	□ 5 □ 6	□ 7 [8	9	×10	
	Courteous	□1 □2	□3 □4	□ 5 □ 6	□7 [8	9	× 10	

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	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc
-	Comments: Very Planed with All work WNY Prumbing has done
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(OVER)

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1.	Where have you Newspaper Google Other	FI	about WNY Pluriend sed us Before		("X" A Billboa Logo c	rd		Y)		
				OVER	RALL					
2.	Considering every with our most rec	rthing from you ent plumbing r	r initial call to epair?	the comp	oletion o	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	<u></u> 5	□ 6	□ 7	8	9	\(\sime\) 10	Extremely Satisfied
3.	To what extent die	d this repair se	rvice meet you	r expecta	ations?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	<u></u> 6	7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u></u> 5	<u></u> 6	7	8	9	\(\) 10	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plum	bing the	next tin	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend W	NY Plum	bing Se	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	lephone repres	sentative on the	e followir	ng:				Excellent	
	Overall	□1 □ 2	□3 □4	<u></u> 5	<u>6</u>	7	8	9	⊠ 10	

□3 □4 □5 [

□6 **□**7

	QUESTIONS ABOUT SCHEDULING	
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	QUESTIONS ABOUT THE REPAIR ITSELF	
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	Professionalism	
	Knowledgeable	
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	
	Comments:	
-		
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1.	Where have you Newspape Google Other		E Fr	iend	NNY Plu Before		Billboa			Y)		
						OVER	RALL		1			
2.	Considering ever with our most re				call to t	the comp	oletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	□ 10	Extremely Satisfied
3.	To what extent d	id this re	pair se	rvice m	eet you	r expecta	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	□6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plur	nbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	<u> </u>	<u></u> 5	<u>6</u>	□ 7	8	2 9	□10	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u></u> 1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomr	nend W	NY Plum	bing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	2 10	Definitely Will Recommend
7.	Please rate the t	elephone Very Poo		<u>entativ</u>	e on the	followir	ng:				Excellent	
	Overall	1	72	3	4	<u></u>	□ 6	7	□8	<u> </u>	10	
	Courteous			3	<u></u> 4	5	<u></u> 6		8	9	<u></u>	

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

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	Professionalism
	Knowledgeable
	Evolunation of Renair
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						OVE	RALL					
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7.	Please rate the te	elephone Very Po		sentative	e on the	following	ng:				Excellent	
	Overall	<u></u> 1	2	□ 3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	
	Courteous	□ 1	2	3	<u></u> 4	5	<u></u> 6	7	<u> </u>	<u> </u>	10	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	(OVER)

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						OVE	RALL			Y		
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	Definitely Will Not Use Next Time	□ 1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend WI	NY Plum	nbing Se	ervices	to a frieı	nd?		
	Definitely Will Not Recommend	<u> </u>	_2	3	4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone Very Po	-	entative	e on the	followin	ng:				Excellent	
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9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Very Poor Excellent Professionalism 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)								
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! Comments:								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



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3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
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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:								
	Professionalism Very Poor Excellent Professionalism 1								
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	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
1 4b.	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								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
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dedi	would like to thank you for giving licated to providing quality service. wer this important survey.	WNY Plumbing the o	opportunity to sen oprove our quali	ervice the plun ty of service to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you seen or heard all Newspaper Fried Google Use		R ("X" ALL THAT Billboard Logo on Truc			
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4.	Imagine an ideal repair service. H	ow well did WNY Plu	mbing compare	with your idea	l?	
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5.	How likely or unlikely are you to u	se WNY Plumbing the	e next time you r	need plumbing	service?	
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6.	How likely or unlikely are you to re	ecommend WNY Plun	nbing Services to	o a friend?		
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	QUESTIONS ABOUT SCHEDULING								
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	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
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	Knowledgeable								
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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 provi	nad							





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3.	To what extent d	id this rep	air service	meet you	r expect	ations?					
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4.	Imagine an ideal	repair ser	vice. How	well did V	VNY Plu	mbing c	ompare	with yo	ur idea	l?	
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5.	How likely or unl	ikely are y	ou to use V	/NY Plum	bing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 []2 []3	3 4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Use Next Time
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8. Overall, how would you rate us on scheduling this repair service at your convenience? Very 1		QUESTIONS ABOUT SCHEDULING	
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QUESTIONS ABOUT THE REPAIR ITSELF 13. Please rate the service technician on the following: Very Poor Professionalism 1	11.		
Professionalism	12.	Were you contacted by phone to confirm the appointment? X Yes No	
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Professionalism	13.	-	
Explanation of Repair		Professionalism	
Explaination of Repair		*	d Not
14b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other 15a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order 15b. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable 16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Dissatisfied Descriptions ABOUT WNY PLUMBING CO. 17. Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!		Evolunation of Popular 4	1 1
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16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied	15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
Extremely Dissatisfied			
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!		Extremely Ext	•
Trustworthiness I Day 10 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!		QUESTIONS ABOUT WNY PLUMBING CO.	
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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.	-	If you would like us to call you, please fill in your telephone number: ()	





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4425 Walden Avenue Lancaster, NY 14086

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

1.	Where have you Newspape Google Other		⊠ Fr	riend	NNY Plu Before		Billboa			Υ)		
						OVE	RALL					
2.	Considering ever with our most re	ything fr cent plur	om you mbing r	ır initial epair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u> </u>	7	8	<u> </u>	1 0	Far Exceeded Your Expectations
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	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□6	7	8	9	10	Matches Your Ideal
5 .	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	Пз	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
3 .	How likely or unl	ikely are	you to	recomr	nend W	NY Plun	nbing S	ervices	to a frie	nd?		
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	Overall	□ 1	2	<u></u> 3	4	<u></u> 5	6	7	8	9	□ 10	
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	Knowledgeable	_1	_2	3	<u></u> 4	5	<u>6</u>	□ 7	8	9	⊠ 10	(OVER)

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

dedic	would like to than cated to providing ver this important	quality serv	ving WNY ice. In ord	Plumbir ler to he	ng the o Ip us im	pportur prove d	nity to s our qual	ervice t ity of se	the plum ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er	Friend Used us			Billboa			Y)		
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2.	Considering ever with our most re	rything from cent plumbir	your initial ng repair?	call to t	the com	pletion	of the re	epair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	<u></u> 4	<u></u> 5	√ 6	7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations		service m	eet you	r expect	ations?	□ 7	8	9	<u></u> 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	$\dot{}$	ce. How w	rell did V	VNY Plui	mbing o	compare	with you	our ideal	? 10	Matches Your Ideal
5.	How likely or unl	ikely are you	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	□ 6	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	ı to recomi	mend W	NY Plum	nbing Se	ervices [·]	to a frie	nd?		
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7.	Please rate the te	elephone rep Very Poor	<u>resentativ</u>	e on the	following	ng:				Excellent	
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	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
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 $\Box 1 \Box 2 \Box 3 \Box 4 \Box 5 \Box 6 \Box 7 \Box 8 \Box 9 \checkmark 10$
	Explanation of Repair
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc
-	Comments:
-	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.

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dedi	would like to than cated to providing ver this important	quality	or givin service	g WNY . In ord	Plumbii er to he	ng the d elp us in	pportur prove (nity to s our qual	service to lity of se	the plum 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					
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	Extremely Dissatisfied	□ 1	_2	3	<u></u> 4	5	□ 6	7	8	□9]	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	<u></u> 5	□6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our ideal	?	
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5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	Пз	<u></u> 4	<u></u> 5	□6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	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	4	5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
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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 Longer than 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 Very Poor Excellent Professionalism 1	
	Knowledgeable	
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	Satistieu
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
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	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 provides	 ded.



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dedi		quality service							our home. We are e take a minute to
1.	Where have you Newspape Google Other	er	about WNY Pl riend Ised us Befor	Billbo)		
				OVERALL					
2.	Considering ever with our most red	ything from you	ur initial call to repair?	the completion	of the re	pair, hov	v satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	□5 □6	□ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair se	ervice meet you	r expectations	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plumbing	compare	with you	ır ideal 9	?	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you r	need plu	mbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□ 5 □ 6	<u> </u>	8	9	≥ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	Services t	o a frien	d?		
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7.	Please rate the te	elephone repre	sentative on the	e following:				Excellent	
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	Knowledgeable	□1 □2	☐3 ☐4	□ 5 □ 6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
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 AS 1 HAD REQUESTED
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
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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 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! **Don't MAVE INTERINET**
	Comments:
	SITUATION. I MAD SUCH SITUATION IN THE PAST, SO I MAD TO GO WITH ANDTHE SERVICE.
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard 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** 6 4 5 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 5 3 | 4 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will 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 6 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor Overall**

8. Overall, how would you rate us on scheduling this repair service at your convenience? Very V		QUESTIONS ABOUT SCHEDULING
Same day I called	8.	Very
Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	9.	Same day I called Two days after I called Longer than three days after I called
Morning	10.	
Comments: QUESTIONS ABOUT THE REPAIR ITSELF	11.	
13. Please rate the service technician on the following: Very Poor Professionalism 1	12.	Were you contacted by phone to confirm the appointment? Yes No
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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 QUESTIONS ABOUT WNY PLUMBING CO. 17. Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!		Evidenction of Denoise d
a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other 15a. If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order 15b. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable 16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Dissatisfied QUESTIONS ABOUT WNY PLUMBING CO. 17. Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you! Comments: Comments: Comments:	14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
Same Day	1 4b.	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
16. How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied	15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
Extremely Dissatisfied 1		in a part had to be drained, and we keep you mentioned about statute.
17. Please rate Western New York Plumbing on the following: Very Poor Trustworthiness	16.	Extremely
Trustworthiness 1		QUESTIONS ABOUT WNY PLUMBING CO.
We love Mike!	17.	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
THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	-	If you would like us to call you, please fill in your telephone number: ()