

WAYPLUMBING

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedi	would like to than cated to providing ver this important	quality s	service.	In ord	er to he	lp us im	iprove d	our qual	ity of se	rvice to	you, pleas	e take a minute to
1.	Where have you	seen or			VNY Plu	ımbing?			T APPL	Y)		
	Newspape	er	-	iend			Billboa					
	Google Other		JZJ Us	sed us	Before		Logo	on Truc	ck			
						OVE	RALL					
2.	Considering ever with our most red	ything fr cent plur	om you nbing re	r initial epair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	5	□ 6	□ 7	8	<u> </u>	½ 10	Extremely Satisfied
3.	To what extent di	id this re	pair ser	rvice m	eet you	r expect	ations?				b •	
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	□6	7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plui	mbing o	ompare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□6	7	8	9	X 10	Matches Your Ideal
5.	How likely or unli	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>entativ</u>	e on the	followi	ng:				Excellent	
	Overall		\square_2	\square_3	1 4	□ ₅	\Box_6	7	□ 8	П9	X 10	

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called							
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:							
	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)							
1 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 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 Please check this box if you will also use an online rating service, Thank you! Excellent To be a service of the following: Excellent Their Work Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
-								
1	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





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 o Ip us im	pportur prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other		F	riend	NNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from you imbing r	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1	2	3	4	<u></u> 5	<u> </u>	7	8	9	1 0	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	<u></u> 5	<u>6</u>	7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	e with yo	our idea	1?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u> </u>	7	8	9	1 0	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomi	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	4	<u></u> 5	□ 6	7	8	9	× 10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	<u></u> 3	4	5	<u>6</u>	7	8	9	1 0	
	Courteous	1	2	3	4	5	<u></u> 6	7	8	<u> </u>	1 0	

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10								
	Evaluation of Panair								
14a. 1 4b.	Explanation of Repair								
	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
:	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

RECEIVED
MAY 0 7 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality s	giving ervice.	WNY P In orde	lumbin r to he	g the o Ip us im	pportur prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Google Used us Before Logo on Truck Other											
						OVEF	RALL					
2.	Considering ever with our most re	rything fro cent plum	m your bing re	initial o pair?	all to t	he com _l	oletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2 [3	<u></u> 4	<u></u> 5	6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this rep	oair serv	ice me	et your	expect	ations?					
	Fell Far Below Your Expectations	□1 [2 [3	4	<u></u> 5	6	<u> </u>	8	9	<u> </u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice. F	low we	II did W	/NY Plur	nbing o	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	□1 [2 [3	4	<u></u> 5	6	□ 7	8	9	<u>N</u> 10	Matches Your Ideal
5.	How likely or unl	ikely are	you to u	se WN\	/ Pluml	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 [2 [3	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	<u>N</u> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to re	ecomm	end WI	NY Plum	bing Se	ervices 1	to a frier	nd?		
	Definitely Will Not Recommend	□1 [2 [3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	9	⊠ 10	Definitely Will Recommend
7.	Please rate the to	elephone Very Poo		<u>ntative</u>	on the	followir	ng:				Excellent	
	Overall	□ 1 「	\neg_2 [\exists_3 [7 4	\square_5	□ ₆	□ ₇	□ 8	9	10	
	Courteous			_°			<u></u> -				×10	

 \square 3 \square 4 \square 5 \square 6 \square 7

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
91	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ☒ 10 Knowledgeable 1 2 3 4 5 6 7 8 9 ☒ 10							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	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: Great & quick service with helpful recommendation provided.							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Friend Billboard Newspaper Logo on Truck Used us Before Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 15 16 8 4 Satisfied Dissatisfied To what extent did this repair service meet your expectations? 3. Fell Far Below Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From **Matches** 16 14 15 13 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Definitely Will Not Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor Overall**

	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 Exce	ellent						
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. Yo 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							
	Fynlanation of Renair 14 10 10 14 15 16 17 10 10 14	Not						
	El El Espain							
	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.								
10.		remely						
	QUESTIONS ABOUT WNY PLUMBING CO.	isfied						
17.	Please rate Western New York Plumbing on the following:							
	Very Poor Trustworthiness Standing Behind Their Work 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.							



RECEIVED MAY 9 8 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality servi	ing WNY Plu ce. In order	ımbing the to help us ir	opportunity to mprove our qua	service t ality of se	he plumbing rvice to you, p	in your home. We are please take a minute to	
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other								
				OVE	RALL				
2.	Considering ever with our most re-	ything from y cent plumbin	our initial ca g repair?	II to the con	npletion of the r	repair, ho	w satisfied or	dissatisfied were you	
	Extremely Dissatisfied		2	□ 4 □ 5	□6 □7	8	9 1	0 Extremely Satisfied	
3.	To what extent d	id this repair	service meet	your exped	tations?				
	Fell Far Below Your Expectations		2	4 5	□6 □7	8	9 1	0 Far Exceeded Your Expectations	
4.	Imagine an ideal	repair servic	e. How well	did WNY Plu	ımbing compar	e with yo	ur ideal?		
	Very Far From Your Ideal		2	4 5	□6 □7	8	9 1	0 Matches Your Ideal	
5.	How likely or unl	ikely are you	to use WNY I	Plumbing th	e next time you	ı need plu	umbing servic	ce?	
	Definitely Will Not Use Next Time	1 2	2] 4 □ 5	□6 □7	8	□ 9 □ 1	0 Definitely Will Use Next Time	
6.	How likely or unl	ikely are you	to recomme	nd WNY Plui	mbing Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	2	4 5	□6 □7	8	□ 9 □ 1	Definitely Will Recommend	
7.	Please rate the to	elephone rep Very Poor	resentative o	n the follow	ing:		Excel	lent	
	Overall	\square_1 \square_2	\square_3 \lceil	7 4 □ 5	$\Box_6 \Box_7$	□ 8	9 1	0	

	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								
10.	. Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Fri. Sat. No particular day								
11.	1. Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? \(\sum_{Yes} \sum_{No} \)								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the 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.	14a. Did we complete the repair on our first trip to your home? \(\begin{align*} \text{Ves (SKIP TO Q.16)} \end{align*} \\ \text{No (CONTINUE)} \end{align*}								
1 4b.	7								
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 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: Quick & Efficient Thank You!								
ı	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								





RECEIVED MAY 0 8 2025

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 Plumbir In order to he	ng the o	pportunity prove our	to service to quality of se	the plum ervice to y	oing in yo /ou, pleaso	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r 🔲 Fr	about WNY Plu iend sed us Before		(" X" ALL Billboard Logo on ⁻		.Y)		
				OVER	ALL				
2.	Considering every with our most red	ything from you cent plumbing r	r initial call to tepair?	the comp	oletion of th	ne repair, ho	ow satisfi	ed or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	□6 □	7 🗌 8	9	10	Extremely Satisfied
3.	To what extent di	d this repair se	rvice meet you	r expecta	ations?				
	Fell Far Below Your Expectations	□1 □2	3 4	<u></u> 5	<u>6</u>	7 🗌 8	9 /	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plur	nbing com	pare with y	our ideal?)	
	Very Far From Your Ideal	□1 □ 2	3 4	5	<u>6</u>	7 🗌 8	9	<u> </u>	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plum	bing the	next time	you need pl	umbing s	ervice?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	□6 □]7	2 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend W	NY Plum	bing Servi	ces to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	□6 □	7 🗌 8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	followir	ng:		ı	Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	□ 5	□ ₆ □	7 8	□ ₉	10	

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism 1 2 3 4 5 6 7 8 9 10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
1 4b.									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	,								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	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- CTylur WAS OUT STANDING (
	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.								





MAY 1 2 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality service	ing WNY Plur ee. In order to	nbing the on the one of the one o	opportunity to oppove our qua	service tality of se	the plur ervice to	nbing in yo you, pleas	our home. We are e take a minute to	
1.	Where have you Newspape Google Other	er 🔲	d about WNY Friend Used us Be		? ("X" ALL TH Billboard Logo on Tru		Y)			
		7		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	<u></u> 3 <u></u>	4	□6 □7	8	<u> </u>	10	Extremely Satisfied	
3.	To what extent d	lid this repair :	service meet y	your expec	tations?					
	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	e. How well d	lid WNY Plu	mbing compa	re with yo	our idea	l?		
	Very Far From Your Ideal	□1 □2	<u></u> 3 <u></u>	4 5	□6 □7	8	9	1 10	Matches Your Ideal	
5.	How likely or unl	likely are you	to use WNY P	lumbing the	e next time yo	u need pl	umbing	service?		
	Definitely Will Not Use Next Time	□1 □ 2	3	4 🔲 5	□6 □7	8	<u> </u>	10	Definitely Will Use Next Time	
6.	How likely or unl	likely are you	to recommen	d WNY Plun	nbing Services	s to a frie	nd?			
	Definitely Will Not Recommend	□1 □2	<u>3</u>]4	□6 □7	8	<u> </u>	10	Definitely Will Recommend	
7.	Please rate the t	elephone repr Very Poor	<u>esentative</u> on	the followi	ng:			Excellent		
	Overall	□1 □2	<u>3</u>	4 🔲 5	□6 □7	8	9	10		
	Courteous	$\Box_1 \Box_2$	\square_3 \square	4 🗆 5	\Box_6 \Box_7	Пв	П9	10		

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order the future.
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
	OUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor Trustworthiness Standing Behind Their Work Trustworthiness Standing Behind Their Work Their Work Trustworthiness Trustworthiness Standing Behind Their Work Trustworthiness Trustworthiness Standing Behind Their Work Trustworthiness Trustworthi
-	Comments: Mike is the best ever I ask is to call you, please fill in your telephone number: ()



RECEIVED
MAY 1 2 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality	or givin service	g WNY . In ord	Plumbir er to he	ng the o	pportur prove (nity to s our qual	service t ity of se	he plun rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other		☐ Fi	riend	WNY Plu Before		Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	rom you Imbing r	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	4	<u></u> 5	<u>6</u>	7	8	9	⊠ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this r	epair se	rvice m	eet you	r expect	ations?	7	<u> </u>	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did V	VNY Plu	mbing o	compare	e with yo	our idea	l? ⊠10	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	3	4	5	□ 6	_7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	4	5	□6	_7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po	-	<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	<u>2</u>	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	⊠10	
	Courteous	□ 1	\square_2	3	4	<u></u> 5	<u></u> 6	7	8	9	≥ 10	

☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☒ 10

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Longer than three days after I	l 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:	
	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)	
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	
	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.	Outonou.
17.	Please rate Western New York Plumbing on the following:	Car.
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	Jung PAR
(Comments:	
=	Should have a successful husiness.	u _
1	If you would like us to call you, please fill in your telephone number: ()	ed.





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality	or giving service	g WNY . In ord	Plumbin er to he	ig the o Ip us im	pportur prove d	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Fr	riend	VNY Plu Before		Billboa			Y)		
						OVEF	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	<u></u> 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	<u></u> 5	<u></u> 6	7	8	9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	NY Plur	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□6	7	8	9	1 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	Пз	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u> </u>	<u> </u> 10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone Very Po		<u>sentativ</u>	e on the	followin	ng:				Excellent	
	Overall	<u></u> 1	2	<u></u> 3	<u></u> 4	5	□ 6	7	8	<u> </u>	<u> </u>	
	Courteous	\Box_1	\square_2	Пз	П 4	5	□6	□ 7	□ 8	<u></u> 9	□10	

 □3
 □4
 □5
 □6
 □7
 □8
 □9
 □10

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.										
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: Very Poor Excellent									
	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 provic	ded.								



RECEIVED
MAY 1 2 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

dedic	vould like to thar cated to providing ver this important	quality	or givin	g WNY . In ord	Plumbir er to he	ng the o Ip us im	pportun prove c	nity to s our qual	ervice t ity of se	he plur rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er	F	about V riend sed us			Billboa			Υ)		
						OVEF	RALL					
2.	Considering ever with our most re	rything f cent plu	rom you Imbing r	ır initial epair?	call to t	the comp	pletion (of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	1 0	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	<u></u> 5	<u></u> 6	7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plur	nbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	1 0	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use WN	IY Plum	bing the	next til	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	Пз	<u></u> 4	<u></u> 5	□ 6	7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomr	nend W	NY Plum	bing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□ 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the t	elephon Very Po	•	<u>sentativ</u>	e on the	following	ng:				Excellent	

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. 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 \(\sumsymbol{\text{No}}\) Yes									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Professionalism Very Poor Excellent Professionalism 1									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 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 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:									
	Trustworthiness Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!	\ 								
	Comments: THAT MY SUMP FUMP FAILED A COUPLE WEETS LATEN AND I CALLED WAY PLUMBING IMMEDIATELY - BUT YOU DON'T PROVIDE AFTER HOURS EMERGENEE 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.	·/								

GUAD WE DONT DO 24/T SERVICE O



RECEIVED ME THER MAY 14 2025 WORLD Family www.wnyplumbing.com

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	would like to than cated to providing ver this important	quality se	giving WNY ervice. In ord	Plumbin er to hel	g the o	pportun prove o	ity to sour quali	ervice t ty of se	he plun rvice to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	18	neard about \ \(\frac{\delta}{\text{Friend}} \) \(\text{Used us} \)			Billboa			()		
					OVER	RALL					
2.	Considering ever with our most re			call to th	ne comp	oletion o	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □	2	<u>4</u>	<u></u> 5	□ 6	7	8	9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet your	expecta	ations?					
	Fell Far Below Your Expectations	□1 [2 3	4	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	vice. How w	ell did W	'NY Plur	nbing c	ompare	with yo	ur idea	 ?	
	Very Far From Your Ideal	□1 □	2 3	4	<u></u> 5	□ 6	□ 7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to use WN	IY Plumb	ing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	1	2 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	2 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	ou to recomr	mend WN	NY Plum	bing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	□1 [2 3	<u></u> 4	<u></u> 5	<u> </u>	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te			e on the	followin	ng:				Excellent	
	Overall	Very Poor								5211	
			_2 <u> </u>	∐4 □	<u></u> 5		Ш <i>′</i>	<u></u>	<u></u> 9	10	
	Courteous	<u></u>	<u></u>	<u></u> 4	<u></u> 5	<u></u> 6	∐7	8	∐ 9	1 0	

 \square 3 \square 4 \square 5 \square 6 \square 7

QUESTIONS ABOUT SCHEDULING								
8. Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
9. What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called								
10. Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11. Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12. Were you contacted by phone to confirm the appointment? Ves No								
QUESTIONS ABOUT THE REPAIR ITSELF								
13. Please rate the <u>service technician</u> on the following: Very Poor Excellent								
Professionalism								
Knowledgeable								
Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a. Did we complete the repair on our first trip to your home? (SKIP TO Q.16) No (CONTINUE)								
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 2 3 4 5 6 7 8 9 10 Satisfied								
QUESTIONS ABOUT WNY PLUMBING CO.								
17. Please rate Western New York Plumbing on the following: Very Poor Excellent								
Trustworthiness 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.								





(OVER)

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 o Ip us im	pportur prove (nity to s our qual	ervice t ity of se	the plur rvice to	nbing in yo you, pleas	our home. We are take a minute to
1.	Where have you Newspape Google Other		X FI				Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	from you Imbing r	ır initial epair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	4	<u></u> 5	<u> </u>	7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	_1	2	3	4	5	□ 6	7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	_1	2	3	4	<u></u> 5	<u> </u>	7	8	9	1 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	<u></u> 1	_2	Пз	<u></u> 4	<u></u> 5	□ 6	7	8	9	X 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	1	<u>2</u>	3	4	5	□ 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall		2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	X 10	
	Courteous		\square_2	7	\square_{4}	\Box_5	\Box_6	П7	Па	По	1 0	

V2-	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain]								
14a.	Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)	-								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness 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.									



RECEIVED

MAY 1 4 2025

MAY 1 4 2025

(OVER)

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Billboard Friend Newspaper Logo on Truck Used us Before Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely Extremely** 4 5 __6 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** 4 15 16 13 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 1 2 3 4 5 6 7 8 9 10 Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day									
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment?									
	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									
	Explanation of Panair									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
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.	and the								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness \$\begin{array}{cccccccccccccccccccccccccccccccccccc									
	Comments:	\neg								
_										
lí	f you would like us to call you, please fill in your telephone number: ()									

(OVER)





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedia	vould like to thanl cated to providing ver this important s	quality service	ng WNY Plumbii e. In order to he	ng the oper of the	pportunity to s prove our qua	service th lity of ser	ne plur vice 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 Ised us Before		("X" ALL THA Billboard Logo on Trud		7)		
				OVER	RALL				
2.	Considering every with our most rec	ything from yo cent plumbing	ur initial call to repair?	the comp	oletion of the r	epair, hov	w satis	fied or dissa	atisfied were you
_	Extremely Dissatisfied	□1 □2	3 4	<u></u> 5	☐6 ☐ 7	8	9	⊠ 10	Extremely Satisfied
3.	To what extent die Fell Far Below Your Expectations	d this repair se	ervice meet you 3 4	r expecta	ations?	8	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plur	nbing compare	e with you	ur idea 9	l? ∑10	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plum	bing the	next time you	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	□1 □ 2	□3 □4	<u></u> 5	□ 6 □ 7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend W	'NY Plum	bing Services	to a frien	d?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	<u> </u>	1 10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on the	e followir	ıg:		,	Excellent	
	Overall	□1 □2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	Ø 9	<u> </u>	

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

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

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	llent							
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	led							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Veg. 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								
15	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 1 2 3 4 5 6 7 8 9 10 Exp	Not lain							
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	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.		remely isfied							
	QUESTIONS ABOUT WNY PLUMBING CO.	Silcu							
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness Standing Behind Their Work Their Work Trustworthiness 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.								



RECEIVED
MAY 1 9 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality :	or giving service	g WNY In ord	Plumbin er to he	g the o Ip us im	pportur prove o	nity to s our qual	ervice t ity of se	he plumbi rvice to yo	ing in yo ou, please	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Fr	iend	VNY Plu Before		Billboa			Y)		
						OVER	RALL					
2.	Considering ever with our most re	rything fr cent plur	om you mbing r	r initial epair?	call to t	he com	pletion	of the re	epair, ho	w satisfie	d or dissa	atisfied were you
	Extremely Dissatisfied	□ 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	□9 ∫	10	Extremely Satisfied
3.	To what extent d	lid this re	pair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	_2	3	4	<u></u> 5	□ 6	<u> </u>	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did W	/NY Plui	mbing o	ompare	with yo	our ideal?		
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	<u>6</u>	7	8	□9 <u>/</u>	₹10	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	IY Pluml	bing the	next ti	me you	need pl	u <mark>mbing</mark> se	rvice?	
	Definitely Will Not Use Next Time	□1 ,	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	<u> </u>	8	□9 <u>}</u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomr	nend WI	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	10	Definitely Will Recommend
7.	Please rate the t	elephone Very Po		<u>entativ</u>	e on the	followi	ng:			E	ccellent	
	Overall	<u></u> 1	<u>2</u>	□ 3	<u>4</u>	<u></u> 5	□ 6	7	8	□9 🕽	10	
	Courteous	□₁	По		\square_{A}	\Box_5	П6	\square_7	Па	∏ _a ∑	110	

	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 Cant recall
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	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: We have plurys been happy with your Service to describe your Survice to describe your buseres 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
MAY 1 9 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi	would like to than cated to providing wer this important	quality	service	g WNY . In ord	Plumbin der to he	ng the d elp us im	pportui prove (nity to s our qua	service 1 lity of se	the plur ervice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other		F	riend	WNY Plus Before		Billbo			Y)		
		X				OVE	RALL					
2.	Considering ever with our most re	ything cent pli	from you umbina i	ır initial epair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	5	<u>6</u>	7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	repair se	rvice m	neet you	r expect	ations?	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair :	service.	Bow w	vell did V	WNY Plui	mbing o	compare	e with yo	our idea	l? □10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WI	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u></u> 1	_2	<u></u> 3	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plum	nbing S	ervices	to a frie	nd?	•	
	Definitely Will Not Recommend		2	3	<u> </u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	<u></u> 3	X 4	<u></u> 5	<u>6</u>	7	□8	<u> </u>	<u> </u>	
	Courteous	1	2	3	4	5	6	7	8	9	10	
	Knowledgeable	<u></u> 1	2	3	4	5	6	7	8	9	1 10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day									
11.	. Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	·									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Trustworthiness 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!									
C	The only issue we experienced was not having someone call us back for an official estimate - took 2 weeks									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provice	ded.								



RECEIVED
MAY 2 2 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality ser	giving WNY I vice. In orde	Plumbing er to help	the oppo us impro	rtunity to s ve our qua	service t lity of se	he plun rvice to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	4	eard about V Friend Used us		Bill	(" ALL TH/ board go on Tru		Y)		
				0	VERA	L				
2.	Considering ever with our most re	ything from cent plumbi	your initial ing repair?	call to the	complet	on of the r	epair, ho	w satisf	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _]2	<u> </u>] 5 [6 🔲 7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repai	ir service m	eet your ex	kpectatio	ns?				
	Fell Far Below Your Expectations	_1 _	2 3	4 [] 5 	6 🔲 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair serv	ice. How we	ell did WN	Y Plumbi	ng compar	e with yo	our idea	 ?	
	Very Far From Your Ideal	_1 _	2	4 _] 5 	6 🔲 7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are yo	u to use WN	Y Plumbin	g the ne	kt time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 3	4] 5 	6 🔲 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomn	nend WNY	Plumbin	g Services	to a frie	nd?		
	Definitely Will Not Recommend	_1 _]2	<u>4</u>] 5 	6 □7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephone re Very Poor	presentative	on the fo	llowing:				Excellent	
	Overall	_1 _	2	4] 5	6 🔲 7	8	<u> </u>	1 0	
	Courteous	□1 □	2 🔲 3	4] 5	6 🔲 7	8	<u> </u>	1 0	

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

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



MAY 2 2 2025

www.wnyplumbing.com

Excellent

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Very Poor

Overall

Courteous

Knowledgeable

dedi	would like to than cated to providing ver this important	quality s	r giving service.	y WNY F In orde	Plumbin er to he	ig the o Ip us im	pportun prove o	ity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Fr	about W iend sed us			Billboa			Y)		
						OVER	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>	□ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di	d this re	pair sei	rvice me	et your	expecta	ations?					
	Fell Far Below Your Expectations		2	3	4	<u></u> 5	<u> </u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How we	ell did W	/NY Plur	nbing c	ompare	with yo	ur idea	?	
	Very Far From Your Ideal	□ 1	2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	□ 10	Matches Your Ideal
5.	How likely or unli	kely are	you to	use WN	Y Plum	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unli	kely are	you to	recomm	nend W	NY Plum	bing Se	ervices 1	to a frier	nd?		
	Definitely Will Not Recommend	□ 1	2	<u></u> 3	<u> </u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone	repres	<u>entative</u>	on the	followir	ng:					

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	ccellent							
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	called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	. Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Evalenation of Panair 4 0 0 4 E C 7 0 0 V 40	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.	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.		Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.	austieu							
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness Standing Behind Their Work 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	d.							



MAY 2 9 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedic	vould like to thank yo cated to providing qua ver this important surv	lity service.	WNY Plumbin In order to he	g the opport Ip us improve	unity to see our qual	service the lity of serv	e plum vice to	bing in yo you, pleaso	ur home. We are e take a minute to
1.	Where have you see Newspaper Google Other	Fri	about WNY Plu end ed us Before	Billb	oard on Truc				
				OVERAL					
2.	Considering everythin with our most recent	ng from you plumbing re	initial call to tepair?	he completio	n of the re	epair, how	satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied]1	□ 3 □ 4	<u></u>	6 🔲 7	□ 8	<u></u> 9 /	1 0	Extremely Satisfied
3.	To what extent did th	is repair ser	vice meet you	expectation	s?				
	Fell Far Below Your Expectations]1	□3 □4	<u></u>	6 🔲 7	8	9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal repa	air service.	How well did V	/NY Plumbin	g compare	e with you	r ideal	?	
	Very Far From Your Ideal	1	☐ 3 ☐ 4	<u></u>	6 🗌 7	□ 8	9	∑ 10	Matches Your Ideal
5.	How likely or unlikely	are you to	use WNY Plum	bing the next	time you	need plui	nbing	service?	
	Definitely Will Not Use Next Time	1	□ 3 □ 4	<u></u>	6 🔲 7	□ 8	9	10	Definitely Will Use Next Time
6.	How likely or unlikely	are you to	recommend W	NY Plumbing	Services	to a friend	1?		
	Definitely Will Not Recommend	1	□3 □4	<u></u>	6 🔲 7	□ 8	9	□ 10	Definitely Will Recommend
7.	Please rate the telep	hone represe y Poor	entative on the	following:				Excellent	
	Overall	1 🗆 2	□ 3 □ 4	□5 □6	7	□ 8 [9	∑10	

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

□3 □4 □5 □6 □7 □8 □9 №10

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	xcellent						
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	called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable							
		Did Not						
14a.		Explain L						
	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.		Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness In the image of the image o							
	Comments:							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ed.						