



## www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

dedi	would like to thar cated to providing ver this important	quality se	giving vervice. In	VNY Plumb n order to h	nelp us in	opportur oprove d	nity to s our qual	ervice t ity of se	ne plum rvice to	you, pleas	ur nome. we are e take a minute to
1.	Where have you Newspape Google Other	г	,Frie			Billboa			Y)		
					OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									atisfied were you	
	Extremely Dissatisfied	1 [	_2 [	3 🔲 4	5	<u> </u>	7	8	<b>Д</b> 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this rep	air servi	ce meet yo	ur expect	tations?			. /		
	Fell Far Below Your Expectations	1 [	2 [	3 🔲 4	5	<u></u> 6	7	8	<b>\( \)</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	rvice. Ho	w well did	WNY Plu	mbing o	compare	with yo	our ideal	?	
	Very Far From Your Ideal	1 [	2	3	5	<u> </u>	7	8	<b>Ø</b> 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are y	you to us	e WNY Plui	mbing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u></u> 1	<u>2</u>	3 🔲 4	5	<b>□</b> 6	7	8	<b>Ø</b> 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	you to re	commend \	WNY Plun	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1 [	<u> </u>	3 🔲 4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	<b>2</b> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone	<u>represen</u>	<u>tative</u> on th	ne followi	ng:					
		Very Poor	r							Excellent	
	Overall	<u> </u> 1	2	3 4	<u></u> 5	<u></u> 6	<u> </u>	<u></u> 8	<b>4</b> 9	<b>1</b> 0	
	Courteous	□1 [	<b>]</b> 2 [	3 🔲 4	<u></u> 5	<u></u> 6	7	8	<b>\( \sqrt{9} \)</b>	<u> </u>	
	Knowledgeable	□1 [	]2 [	3 🔲 4	<u></u> 5	<b>6</b>	_7	8	<b>⊠</b> 9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor										
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?										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.											
	Very Poor Excellent  Professionalism										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain										
4.4-	Exprain Exprain										
14a. 14b.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)  4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other										
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable										
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Satisfied  Extremely Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent										
	Trustworthiness Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!										
-	Comments:    Was fold I was id need a new hot water tank in near leters. It is a double vental breater    Ne of expensive ) Im in marrane Windstone Community, why do I have to have a double vental tank??  If you would like us to call you, please fill in your telephone number: [										



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1.	Where have you  Newspape Google Other		F	about V riend sed us			Billbo			<b>Y</b> )		
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	from you Imbing	ur initial repair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<b>□</b> 1	<u>2</u>	Пз	<b>4</b>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	<b>□</b> 8	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l? ⊠10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u> </u>	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<b>□</b> 1	<u>2</u>	Пз	<b>4</b>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<b>□</b> 1	<u>2</u>	☐ 3	<b>4</b>	<b>□</b> 5	<b>6</b>	7	<b>□</b> 8	9	<b>×</b> 10	
	Courteous	<b>1</b>	2	□ 3	<b>4</b>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>8</b>	<u> </u>	<b>1</b> 0	
	Knowledgeable	<b>□</b> 1	2	Пз	<b>4</b>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	<b>10</b>	(OVFR)

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12.	2. Were you contacted by phone to confirm the appointment? Yes No I don't think so but can't remember!									
	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.	14a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
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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:									
-										
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1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before	□В	("X" ALL TH Billboard .ogo on Tru		Y)			
				OVER	ALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were yo with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	3 4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	8	<u></u> 9	10	Extremely Satisfied	
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	ervice meet you		tions?	8	<u></u> 9	10	Far Exceeded Your Expectations	
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plum	bing compar	e with yo	our idea	l? <b>Д́10</b>	Matches Your Ideal	
5.	How likely or unl	likely are you to	use WNY Plum	bing the r	next time you	ı need pl	umbing	service?		
	Definitely Will Not Use Next Time	<b>□</b> 1 <b>□</b> 2	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b> 7	8	9	10	Definitely Will Use Next Time	
6.	How likely or unl	likely are you to	recommend W	'NY Plumb	ing Services	to a frie	nd?			
	Definitely Will Not Recommend	<u> </u>	☐ 3 ☐ 4	<u></u> 5 [	□6 □7	8	<u> </u>	10	Definitely Will Recommend	
7.	Please rate the t	elephone repres	sentative on the	e following	<b>j</b> :			Excellent		
	Overall	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	9	<b>10</b>		
	Courteous	□1 □2	3 🔲 4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	<u> </u>	<u> </u>	<b>10</b>		
	Knowledgeable	<u> </u>	□3 □4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	8	<u> </u>	<b>1</b> 10	(OVER)	

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 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	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?										
	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.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other										
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15b.	•										
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 provides	 ded.									



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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) 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 14 15 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** 4 5 |6 | 17 2 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** 15 16 Recommend Recommend 7. Please rate the telephone representative on the following: **Excellent Very Poor Overall** 

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 a	ifter 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)										
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										
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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  Excellent										
Trustworthiness  Standing Behind Their Work  Their Work  Trustworthiness  Standing Behind Their Work  Their Work										
If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope pr	ovided.									



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Courteous

Knowledgeable

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1.	Where have you  Newspape Google Other		Fr	iend	Before		Billboa Logo o			Y)		
						OVE	<b>ALL</b>					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	1	2	3	4	5	<u> </u>	<b>□</b> 7	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	pair sei	rvice m	eet you	expect	ations?	<b>□</b> 7	8	<u> </u>	<u>√</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l? <b>10</b>	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	□3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the to	elephone Very Pod		<u>entative</u>	e on the	followi	ng:				Excellent	
	Overall		$\neg_2$	$\square_3$	$\square_{A}$	$\Box_5$	$\Box_6$	$\square_7$	Па	Па	10	

 $\Box$ 5  $\Box$ 6  $\Box$ 7

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					V T	OVE	RALL					
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	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!										
-	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.										
	i brande branden										



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4425 Walden Avenue Lancaster, NY 14086

dedic	vould like to thar cated to providing ver this important	quality	or givin service	g WNY . In ord	Plumbir er to he	ng the o Ip us im	pportur prove d	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleaso	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper Friend Billboard  Google Vsed us Before Logo on Truck  Other											
						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?									atisfied were you		
	Extremely Dissatisfied	<u></u> 1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	epair se	rvice m	eet you	r expect	ations?	7	8	<u> </u>	<b>☑</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	ervice.	How w	ell did V	VNY Plur	mbing o	ompare	with yo	our idea	l? ☑10	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	IY Plum	bing the	next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	<u></u> 1	2	Пз	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	9	<b>□</b> 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 frier	nd?	1	
	Definitely Will Not Recommend	_1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone Very Po	•	sentative	e on the	following	ng:				Excellent	
	Overall	<u> </u>	2	3	<b>4</b>	5	<u> </u>	7	8	9	<b>1</b> 0	
	Courteous	<u> </u>	2	3	4	5	<u></u> 6	7	8	9	<u> 1</u> 0	

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent	
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called	
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. 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:	
	Professionalism Very Poor Excellent  1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	if a part had to be ordered, did we keep you informed about status?	
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:	_
-		
	f you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	



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Knowledgeable

dedic	vould like to thar cated to providing ver this important	g quality serv	jiving WNY vice. In ord	Plumbin ler to he	g the o Ip us im	pportun prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		Friend Used us	Before	oilé	Billboa Logo d			Υ)		
					OVE	RALL					
2.	Considering ever with our most re	rything from cent plumbi	your initial ing repair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	<u>4</u>	<u></u> 5	□6	7	8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent d	lid this repai	ir service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	∑10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair serv	ice. How w	ell did W	/NY Plui	mbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	_1 _	2 3	<u></u> 4	<u></u> 5	<b>6</b>	<b>□</b> 7	8	9	<b>\(\sime\)</b> 10	Matches Your Ideal
5.	How likely or un	likely are yo	u to use WI	NY Plumi	bing the	next tii	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	]2	<u></u> 4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or un	likely are yo	u to recom	mend WI	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	]2	<u></u> 4	5	<u>6</u>	<b>□</b> 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	presentativ	e on the	followi	ng:				Excellent	
	Overall	1	2 🔲 3	4	5	<b>□</b> 6	7	8	9	<b>1</b> 0	
	Courteous	_1 _	2 🔲 3	<b>4</b>	<u></u> 5	<b>□</b> 6	7	8	9	<b>X</b> 10	

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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor 1 2 3 4 5 6 7 8 9 10  Exce	ellent						
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	lled						
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Hed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.)							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable							
	Evolunation of Renair     1       0       0       1	Not Dain						
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	. If a part had to be ordered, did we keep you informed about status?							
16.		remely isfied						
	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.							
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



Please rate the telephone representative on the following:

**Very Poor** 

7.

**Overall** 

Courteous

Knowledgeable

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**Excellent** 

(OVER)

4425 Walden Avenue Lancaster, NY 14086

dedic	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in y cated to providing quality service. In order to help us improve our quality of service to you, plea ver 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  Coogle  Used us Before  Logo on Truck  Other	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dis with our most recent plumbing repair?	satisfied 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	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	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

	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 □1 □2 □3 □4 □5 □6 □7 □8 □9 □10
	Evaluation of Panair
14a.	
<b>1</b> 4b.	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor  Trustworthiness
	Comments:  VSING WNY PLUMING FOR YEARS NOW AND INE NEVER BEEN  DISAPPOINTED, IN FACT, THEY GO ABOVED BEYOND ANY OTHER
	If you would like us to call you, please fill in your telephone number: ()CONTRACTORS THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.

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Knowledgeable

dedi	would like to than cated to providing ver this important	quality service	ng WNY Plumbir e. In order to he	ng the opportu elp us improve	nity to se our quali	ervice to ty of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pluriend Ised us Before	Billbo			()		
				OVERALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to trepair?	the completion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	3 4	<u></u>	<u> </u>	8	<u> </u>	<u>×</u> 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	r expectations?	7	8	<u></u> 9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur idea	l? <b>⊠10</b>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you r	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	<b>□</b> 7	<u> </u>	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing S	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	<b>□</b> 5 <b>□</b> 6	7	8	<u> </u>	№10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	<b>□1 □</b> 2	☐3 ☐4	<b>□</b> 5 <b>□</b> 6	7	8	9	<b>1</b> 0	
	Courteous	□1 □2	□3 □4	□5 □6	$\Box$ 7	<b>8</b>	9	<b>⊠1</b> 0	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor 1 2 3 4 5 6 7 8 9 10  Excellent
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. 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 <u>service technician</u> on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
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  Standing Behind Their Work  Their Wor
	Comments: 't comebe the plumber's name, he was excellent, a Credit to WNY Plumbing.
	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

dedi	vould like to than cated to providing ver this important  Where have you  Newspape Google  Other	quality se survey.	ervice. neard a	In order bout Wi	r to hel	p us immbing?	prove o  ("X" A  Billboa	our qual	ity of se	rvice to	nbing in yo	ur home. We are e take a minute to
						OVEF	RALL					
2.	Considering ever with our most re	ything fro cent plum	m your bing re <sub>l</sub>	initial c pair?	all to t	ne comp	oletion (	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 [	2 [	3 [	4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	9	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	id this rep	air serv	rice me	et your	expect	ations?					
	Fell Far Below Your Expectations	□1 [	2 [	3 [	4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	rvice. H	low wel	ll did W	NY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u> </u>	_2 [	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠10	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to u	se WNY	' Pluml	oing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 [	<u></u>	3	4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	you to re	ecomm	end Wi	NY Plum	bing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	□1 [	2	3	4	<u></u> 5	<b>□</b> 6	_7	8	9	<b>×</b> 10	Definitely Will Recommend
7.	Please rate the te	elephone Very Poo		<u>ntative</u>	on the	followir	ng:				Excellent	
	Overall	<b>□</b> 1 □	72 [	$\exists_3$ [	74	$\square_5$	<b>П</b> 6	7	<b>□</b> 8	<b>9</b>	<b>⊠</b> 10	

□3 □4 □5 □6 □7 □8 □9 ⊻10

□3 □4 □5 □6 □7 □8 □9 図10

Noverall, how would you rate us on scheduling this repair service at your convenience?   Very Pear		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  X Longer than three days after I called								
Morning   Afternoon   Evening (after 5p.m.)   No particular time	10.									
Comments:   Comm	11.									
Please rate the <u>service technician</u> on the following:   Very Poor	12.	Were you contacted by phone to confirm the appointment?  Yes No								
Professionalism		QUESTIONS ABOUT THE REPAIR ITSELF								
Professionalism	13.	•								
Knowledgeable										
Explanation of Repair										
14a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)  14b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other  15a. If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  15b. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable  16. How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Dissatisfied  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 Excellent 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:  He sauxice was greaf. Am sepair Man was sepallent.  If you would like us to call you, please fill in your telephone number: ()		Evaluation of Renair 1 0 0 0 14 0 5 0 0 0 14 0 Did 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 11-3 days 4-6 days 7-8 days More than 8 days Part still on order  15b. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How 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 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!  Comments:  The service was greaf. The sepair man was excellent.  If you would like us to call you, please fill in your telephone number: (	1/12	The state of the s								
Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  15b. If a part had to be ordered, did we keep you informed about status? Yes No Not applicable  16. How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied  QUESTIONS ABOUT WNY PLUMBING CO.  17. Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness 1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!  Comments:  He service was greaf. The sepain Man was supplied.  If you would like us to call you, please fill in your telephone number: ()	<b>1</b> 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   1	15a.									
Extremely   Dissatisfied   1	15b.	If a part had to be ordered, did we keep you informed about status?								
QUESTIONS ABOUT WNY PLUMBING CO.  17. Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1	16.	Extremely								
17. Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness Standing Behind Their Work  1		Guiding								
Trustworthiness  1	17.									
The service was great. The repair man was excellent.  If you would like us to call you, please fill in your telephone number: ()		Trustworthiness       1       2       3       4       5       6       7       8       9								
THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	-	Comments:  The service was great. The sepair man was excellent.  If you would like us to call you, please fill in your telephone number: ()								





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**Overall** 

Courteous

dedic	vould like to than cated to providing ver this important	quality servi	ing WNY Plumb ce. In order to h	ing the op elp us imp	portunit prove ou	ty to so Ir quali	ervice to ty of se	he plun rvice to	nbing in yo you, pleaso	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲	rd about WNY Pl Friend Used us Befoi		("X" AL Billboar Logo oi	rd		()		
				OVER	ALL					
2.	Considering every	ything from y cent plumbing	our initial call to g repair?	the compl	letion of	f the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	2	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair		ur expecta	tions?	7	8	<u></u> 9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair servic		WNY Plum	bing co	mpare	with yo	ur idea	l? <b>∑10</b>	Matches Your Ideal
5.	How likely or unli	ikely are you	to use WNY Plun	nbing the r	next tim	e you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	2	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you	to recommend V	VNY Plumb	oing Ser	vices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	2	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the te	elephone repr Very Poor	<u>resentative</u> on th	e following	g:				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	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:	
	Professionalism	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	, , , , , , , , , , , , , , , , , , , ,	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!  Excellent  1	
	Comments:	
-		
1	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	led.



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4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Billboard Friend Newspaper Logo on Truck Google Used us Before Other EnSTALLED PLUMBING FOR HOUSE BUILD **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** 8 4 15 6 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 5 6 8 3 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 Definitely Will Not** 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  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								
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	Professionalism								
	Knowledgeable								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied								
	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:								
1	Miha vastrofesernal, willig to answer all questions and offeredaduce in maritarine as well asgereral plumb; questions. Melieves freently and place if you would like us to call you, please fill in your telephone number: ( )	ent as							
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								





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4425 Walden Avenue Lancaster, NY 14086

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

1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

ansv	wer this important	survey.										
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)	. 4%	
						OVE	RALL					
2.	Considering ever with our most re	ything cent plu	from you umbing i	ur initial repair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	satisfied were you
	Extremely Dissatisfied	1	_2	3	4	5	<u>6</u>	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this r	repair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	5	<u> </u>	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	<u></u> 1	2	<u></u> 3	4	<u></u> 5	□6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikelv ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	Пз	4	<u></u> 5	<b>□</b> 6	7	8	9	<u>  10</u>	Definitely Will Use Next Time
ô.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	4	5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephor Very P		<u>sentativ</u>	e on the	followi	ng: S	SCI	41	Id	Excellent	remember
	Overall	1	2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Mike
	Courteous	<u></u> 1	<u>2</u>	3	4	<u></u> 5	<u>6</u>	7	8	9	10	calledrich
	Knowledgeable	1	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	9	<u> </u>	COLE (OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor							
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	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
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15b.	If a part had to be ordered, did we keep you informed about status?							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  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: There is an excellent plumber.							
	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)

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to than cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ig the oppo Ip us impro	rtunity to s ve our qua	service t lity of se	the plumbin rvice to you	g in you ı, please	ir home. We are take a minute to
1.	Where have you  Newspape Google Other	er 🔲 Fi	about WNY Plu riend sed us Before	Bill	board go on Trud		Y)		
				<b>OVERA</b>	L				
2.	Considering ever with our most red	ything from you cent plumbing i	ur initial call to t repair?	he complet	on of the r	epair, ho	w satisfied	or dissa	tisfied were you
	Extremely Dissatisfied	<b>□</b> 1 <b>□</b> 2	3 4	<u></u>	6 🔲 7	8	<b>W</b> 9 _	1 1 1 1	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet you	expectatio	ns?				
	Fell Far Below Your Expectations	□1 □2	3 4	<u></u>	6 🔲 7	8	9	11()	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	NY Plumbi	ng compare	e with yo	our ideal?		
	Very Far From Your Ideal	□1 □2	☐3 ☐4	<u></u>	6 🔲 7	8	9	110	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plum	bing the ne	ct time you	need pl	umbing ser	vice?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u>	6 🔲 7	8	9	17()	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend W	NY Plumbin	g Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9	110	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	following:			Exc	ellent	
	Overall	□1 □2	□3 □4	<u></u>	6 🔲 7	<b>8</b>	<b>1</b> 9	10	
	Courteous	<b>1 2</b>	□3 □4	<u></u> 5	6 🔲 7	8	<b>M</b> 9	10	

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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 49 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							
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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 49 10 Did Not Explain							
14a.	4a. Did we complete the repair on our first trip to your home? Wy Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
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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:							
-								
I	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	service	g WNY . In ord	Plumbir er to he	ng 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		F	about V riend sed us			Billboa Logo (			Y)		
						OVEF	RALL			No.		
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	<u> </u>	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	<b>1</b> 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	<u></u> 5	<u></u> 6	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plur	mbing c	compare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	□6	7	8	9	<b>☑</b> 10	Matches Your Ideal
5.	How likely or unl	likely are	e 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	<b>4</b>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are	e 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	<u>6</u>	_7	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephon	e repres	sentativ	e on the	followi	ng:					
		Very Po					5				Excellent	
	Overall	□ 1	2	<u></u> 3	4	<u></u> 5	□6	7	8	9	<b>1</b> 0	
	Courteous			$\Box$						$\Box_{0}$	V110	

	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							
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	Knowledgeable							
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14a.								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Satisfied  Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
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!							
-	fryou would like us to call you, please fill in your telephone number: ()							
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				OVER	ALL				
2.	Considering ever with our most re	ything from you cent plumbing re	r initial call to tepair?	the compl	etion of tl	he repair, hov	w satisf	ied or dissa	itisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5 [	<u> </u>	7 🗌 8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair ser	rvice meet you	r expectat	tions?	]7	<u></u> 9	□ <b>1</b> 10	Far Exceeded Your Expectations
1.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plum	bing com	pare with yo	ur ideal	? 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the r	next time	you need plu	ımbing	service?	
	Definitely Will Not Use Next Time	<b>□1 □2</b>	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b>	7 🗌 8	<u></u> 9	10	Definitely Will Use Next Time
3.	How likely or unl	ikely are you to	recommend W	NY Plumb	ing Servi	ces to a frien	nd?		
	Definitely Will Not Recommend	<b>□1 □2</b>	□3 □4	<u></u> 5 [	<b>□</b> 6 <b>□</b>	7 🗌 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephone repres Very Poor	entative on the	e following	<b>j</b> :			Excellent	
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	Courteous	□1 □2	□3 □4	<u></u>	<b>_</b> 6	7 🗌8	<u> </u>	<b>1</b> 10	
	Knowledgeable	<b>□</b> 1 <b>□</b> 2	□3 □4	□5 [	<b>□</b> 6 □	]7 🔲8	<u> </u>	<b>1</b> 10	(OVFR)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor						
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12.	Were you contacted by phone to confirm the appointment?  \( \subseteq \text{Yes} \subseteq \text{No} \)						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the <u>service technician</u> on the following:						
	Professionalism  Very Poor  Excellent  Professionalism  1						
	Knowledgeable						
	Explanation of Repair						
14a.	14a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent						
	Trustworthiness						
(	Comments:						
-							
1	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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1.	Where have you  Newspaper Google Other	r 🔲 Fi	about WNY Plu riend sed us Before		(" <b>X" ALL TH</b> Billboard Logo on Tru		Υ)	
				OVER	RALL			
2.	Considering every with our most red	ything from you cent plumbing r	r initial call to tepair?	the comp	oletion of the r	epair, ho	w satisfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	□6 □7	8	<b>□</b> 9 <b>⊠</b> 10	Extremely Satisfied
3.	To what extent die Fell Far Below Your Expectations	d this repair se	rvice meet you	r expecta	ations?	8	□9 🗐10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plur 5	nbing compar	e with yo	our ideal?	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plum	bing the	next time you	need pl	umbing service?	
	Definitely Will Not Use Next Time	<b>□</b> 1 <b>□</b> 2	<b>□</b> 3 <b>□</b> 4	<u></u> 5	<b>□</b> 6 <b>□</b> 7	<u> </u>	9 10	Definitely Will Use Next Time
6.	How likely or unli	kely are you to	recommend W	NY Plum	bing Services	to a frie	nd?	
	Definitely Will Not Recommend	1 2	□3 □4	<u></u> 5	□6 □7	8	<b>□</b> 9 <b>□</b> 10	Definitely Will Recommend
7.	Please rate the te	elephone repres Very Poor	sentative on the	followin	ıg:		Excellent	
	Overall	□1 □2	3 4	<u></u> 5	□6 □7	8	9 210	

□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							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> 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?							
	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.	14a. Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) No (CONTINUE)							
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	Sa. 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.							
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:							
	Mikedolo an excellent job. Courteons Knowledgette							
	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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JUN 18 2025

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dedic	vould like to than cated to providing ver this important	quality	or giving service	g WNY . In ord	Plumbir er to he	ng the o elp us im	pportur prove c	nity to s our qual	ervice t ity of se	he plum 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 V riend sed us			Billboa			Y)		
						OVEF	RALL					
2.	Considering ever with our most re	ything f	rom you mbing r	ır initial epair?	call to	the com	pletion	of the re	epair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	<u></u> 5	□6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	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	<u> </u>	_2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not	<b>□</b> 1	$\square_2$	$\square_3$	$\Box$ 4	□ <sub>5</sub>	<b>□</b> 6	<b>П</b> 7	8	<b></b> 9	10	Definitely Will
	Recommend							alre	वदेव देशे	6 70	102 0 AKU	Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	3	4	<u></u> 5	□6	7	8	9	10	
	Courteous	<u> </u>	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	<u> </u>	9	10	
	Knowledgeable	<b>□</b> 1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor								
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  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 <u>service technician</u> on the following:								
	Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 X10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) X No (CONTINUE)								
<b>1</b> 4b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable  Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status?								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:  Very Poor  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								
	Comments:								
-	quality quality quality								
ı	f you would like us to call you, please fill in your telephone number: (								

(OVER)

## WAYPLUMBING

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4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedi	vould like to thar cated to providing ver this important	quality	service	g WNY e. In ord	Plumbi	ng the d elp us in	pportui prove (	nity to s our qua	service 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	about \ riend sed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	9	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did \	NNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely 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	1	2	3	<b>4</b>	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	nend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	. 1	<u>2</u>	3	<u></u> 4	5	<u>6</u>	<b>□</b> 7	8	<u> </u>	<b>\(\)</b> 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	1	2	3	<u></u> 4	<u></u> 5	<u> </u>	_7	8	9	<b>1</b> 0	

]1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\square$ 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 1 2 3 4 5 6 7 8 9 10  Exceller Poor	nt
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	d
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	
i.	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explai	1 1
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	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 Satisf	-
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent	
	Trustworthiness  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  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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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, pleas wer this important survey.					
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper Friend Billboard  Google Used us Before Logo on Truck  Other					
	OVERALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?					
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied				
3.	To what extent did this repair service meet your expectations?					
	Fell Far Below Your Expectations 1 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				

 $\square_2$   $\square_3$   $\square_4$   $\square_5$   $\square_6$   $\square_7$   $\square_8$   $\boxtimes_9$   $\square_{10}$ 

7.

6.

**Definitely Will Not** 

Recommend

Please rate the <u>telephone representative</u> on the following:										
Very Poor										
Overall	1	_2	<u></u> 3	4	5	<b>6</b>	7	8	9	<b>1</b> 0
Courteous	1	2	<u></u> 3	<b>4</b>	5	<b>6</b>	7	8	9	<b>1</b> 0
Knowledgeable	□1	2	□3	4	<u></u> 5	<b>6</b>	7	8	9	<b>1</b> 10

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

(OVER)

**Definitely Will** 

Recommend

	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. Med. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment?								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <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.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)								
140.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
15a.	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  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:  I have no complaints, but the only reason the 8's + 9's grent 10's is because the total cost of the repair was a bit higher than expected.								
	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

dedi	would like to than cated to providing ver this important	quality service	ng WNY Plumb e. In order to I	oing the c nelp us in	pportun prove o	ity to s ur 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	er 🔲 I	d about WNY F Friend Used us Befo		? ("X" A Billboa Logo c	ard		Υ)		
				OVE	RALL					
2.	Considering ever with our most re	ything from yo cent plumbing	our initial call to repair?	the com	pletion o	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<b>□1 □</b> 2	<u>3</u> 4	5	<u>6</u>	7	8	9	<b>∑</b> 10	Extremely Satisfied
3.	To what extent d	id this repair s	service meet yo	ur expect	ations?					
	Fell Far Below Your Expectations	<b>□1 □</b> 2	<u>3</u>	5	<u></u> 6	7	8	<b>9</b>	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How well did	WNY Plu	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	<b>1 2</b>	3 4	5	<u>6</u>	7	8	9	⊠10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plu	mbing the	e next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□1 □</b> 2	<u>3</u>	5	<b>□</b> 6	7	8	9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend	WNY Plun	nbing Se	rvices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u>	<u></u>	<b>□</b> 6	7	8	<u></u> 9	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone repr	<u>esentative</u> on t	ne followi	ng:					
		Very Poor							Excellent	
	Overall	$\square_1$ $\square_2$	$\square_3$ $\square_4$	$\square_5$	$\Box_6$	$\square_7$			$\boxtimes$ 10	

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

dedi	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, pleas wer this important survey.	our home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper  Friend  Billboard  Coogle  Vused us Before  Coogle  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?	Far Exceeded
	Your Expectations	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	

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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							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  Three days after I called  Longer than three days after I called							
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. 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:							
	Professionalism  Very Poor  Excellent  Professionalism  1							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	14a. Did we complete the repair on our first trip to your home?							
<b>1</b> 4b.	4b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	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 9 210  Extremely Satisfied	ı						
	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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Knowledgeable

dedi	would like to than cated to providing ver this important	quality se	giving WNY rvice. In ord	Plumbing er to hel	g the o p us im	pportun prove d	nity to s our quali	ervice t ty of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other		eard about V Friend Used us			Billboa			Y)		
					OVER	RALL					
2.	Considering ever with our most re	rything fror cent plumb	m your initial bing repair?	call to th	ne comp	oletion (	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □	2  3	<u>4</u>	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet your	expecta	ations?					
	Fell Far Below Your Expectations	<u> </u>	2 3	<u>4</u>	<u></u> 5	□6	7	8	<b>\( \)</b> 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	<b> </b> ?	
	Very Far From Your Ideal	1	2	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	<b>⊠</b> 10	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	<b>4</b>	<u></u> 5	<b>□</b> 6	_7	8	9	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	ou to recomr	nend WN	IY Plum	bing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	<b>□</b> 1 <b>□</b>	2 3	<b>4</b>	<b>□</b> 5	<b>□</b> 6	7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the te	elephone r Very Poor	•	e on the	followir	ng:				Excellent	
	Overall	1 T		<b>1</b> 4	$\Box_5$	☐ <sub>6</sub>	<b>□</b> 7	<b>□</b> 8	<b></b> 9	X10	
	Courteous		$\begin{bmatrix} 12 & \boxed{1}3 \end{bmatrix}$		$\square_5$	<u></u> 6	— ·		<u></u> 9	<b>⊠</b> 10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10

QUESTIONS ABOUT SCHEDULING			
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	ellent	
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	lled	
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day		
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time		
12.	Were you contacted by phone to confirm the appointment?  Yes  No		
	QUESTIONS ABOUT THE REPAIR ITSELF		
13.	Please rate the service technician on the following:  Very Poor  Excellent		
	Professionalism  Very Poor  Excellent  Professionalism  1		
	Knowledgeable		
	Evilonation of Panair    4    0    0    4    F    0    7    0    0    4	l Not  Dlain	
14a.	14a. Did we complete the repair on our first trip to your home?  Yes (SKIP TO Q.16)  No (CONTINUE)		
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other		
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order		
15b.			
16.		remely tisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.		
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent		
	Trustworthiness Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  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)



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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) Newspaper Friend Billboard Logo on Truck Google Used us Before Other **OVERALI** 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? □8 □9 🖾 10 **Extremely** 6 7 **Extremely** 5 14 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 5 6 3 4 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7. 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 <u>service technician</u> on the following:		
	Professionalism  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.	14a. Did we complete the repair on our first trip to your home? (XYes (SKIP TO Q.16) No (CONTINUE)		
<b>1</b> 4b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other		
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order		
15b.	•		
16.	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:  Sovice Repair Rep was Cealler great Amborsailor To your Company: Ithink his none is mike.		
	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.		