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JUL 0 1 2025

www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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(OVER)

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 **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** 5 16 4 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** 3 4 15 16 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 6 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor** Overall Courteous

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called 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 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10								
,	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain							
14a. 1 4b.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	Ехріані							
15a. 15b. 16.	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	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 control of the following: Excellent To be a service of the control of the following: Excellent To be a service of the control of the following: Excellent To be a service of the control of the following: Excellent To be a service of the following: Excellent To be a service of the following: Excellent To be a service of the following: Excellent Their Work Their Work Please check this box if you will also use an online rating service, Thank you! Comments:								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provice	led.							



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Definitely Will

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7.

Definitely Will Not

Recommend

Please rate the <u>telephone representative</u> on the following: Very Poor Excellent											
	-										
Overall	□1	2	<u></u> 3	4	5	6	7	8	2 9	<u> </u>	
Courteous	<u> </u>	2	<u></u> 3	4	<u></u> 5	6	□ 7	8	Ø 9	<u> </u>	
Knowledgeable	□ 1	2	Пз	4	<u></u> 5	6	7	8	Ø 9	<u> </u>	

	QUESTIONS ABOUT SCHEDULING	THE RE							
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	Professionalism								
	Knowledgeable								
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14a.									
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								
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	Dissatisfied	b€							
17		(FASSER)							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness Standing Behind Their Work Trustworthiness 1								
	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: ()								
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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									
	Did Not									
	Explanation of Repair 1 1 2 13 14 15 16 17 18 19 10 Explain									
14a.										
14b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Very Poor Trustworthiness Standing Behind Their Work Their Work Their Work Trustworthiness Standing Behind Their Work T									
	Comments:									
	Thank you for your professional seruce									
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	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)									
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									
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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 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: Staff was very friendly, god the job done quickly									
	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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dedi	would like to than cated to providing ver this important	quality	or givin service	g WNY . In ord	Plumbir er to he	ng the o elp us im	pportui prove (nity to s our qual	service t ity 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 V riend sed us			Billbo			Υ)	*	
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom you mbing 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	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u> </u>	7	8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□6	7	8	9	⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely are	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> 1	<u> </u>	3	<u></u> 4	<u></u> 5	<u>6</u>	_7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	nend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	1	2	□3	4	<u></u> 5	<u>6</u>	7	□8	9	1 0	
	Courteous	1	2	3	4		<u>6</u>	7	8	9	1 0	
	Knowledgeable	1	2	3	<u></u> 4	5	<u>6</u>	7	 8	9	1 10	(OVFR)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called Three days after I called								
10.									
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 Popular	Did Not							
14a.									
1 4b.									
15a. 15b.	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.	4 0 0 4 5 0 7 0 0	Extremely Satisfied							
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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!								
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1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most red	ything f cent plu	rom you Imbing I	ur initial repair?	call to	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	□6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	<u> </u>	9	1 0	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	ll? ⊠1 0	Matches Your Ideal
<u>.</u>	How likely or unli	ikely ard	e you to	use WN	IY Plum	bing the	next ti	me you	need pla	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u> </u>	1 0	Definitely Will Use Next Time
3.	How likely or unli	ikely ard	e you to	recomi	nend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□ ₁	\square_2	\square_3	1 4	□ 5	□ 6	□ 7	□ 8	П 9	10	
	Courteous	 □1	\square_2	\square_3	<u></u> 4	5	□ ₆		☐8		10	
	Knowledgeable		2	□ 3	4	□ 5	<u>□</u> 6	<u></u> 7	8	9	<u>N</u> 10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Generally, on which one day of the week would you prefer service? Washington Longer than three days after I called Dut it washington And at my convenience
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day depends on
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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
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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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 9 210 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! (don't do on line ratings)
	Comments: I was very pleased because Mike informed me of voutine maintenance I wasn't awaye of and gave me a printed list of all parts I could obtain 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.

and answered them very patiently.





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1.	Where have you Newspape Google Other		Fr	iend	VNY Plu Before		Billboa			Υ)		
						OVEF	RALL					
2.	Considering ever with our most re	ything fro cent plun	om you nbing r	r initial epair?	call to t	he comp	oletion	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u>4</u>	<u></u> 5	<u></u> 6	⊠7	8	<u>9</u>	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	pair sei	rvice m	eet your	expecta	ations?	7	8	<u> </u>	1 0	Far Exceeded Your Expectations
1.	Imagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did V	/NY Plur 5	nbing c	compare	with yo	our idea	l? ⊠10	Matches Your Ideal
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	Definitely Will Not Use Next Time	<u></u> 1	2	Пз	4	<u></u> 5	□ 6	7	⊠8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomn	nend W	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> 6	7	8	<u>9</u>	1 0	Definitely Will Recommend
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	Overall	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	
	Courteous	□1 [2	<u></u> 3	4	5	6	X 7	8	9	<u> </u>	
	Knowledgeable	□1 [2	<u></u> 3	<u></u> 4	5	<u> </u> 6	X 7	8	<u> </u>	<u> </u>	(OVER)

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	QUESTIONS ABOUT THE REPAIR ITSELF
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	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 \$\infty\$10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
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(OVER)

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dedi		quality service						ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pluriend sed us Before	Billk	" ALL THA ooard o on Trud			
				OVERAL	L			
2.	Considering ever with our most re	rything from you cent plumbing r	ır initial call to t epair?	the completion	on of the r	epair, how satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	□8 ▼9	<u> </u>	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	r expectation	s?			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u>	6 🔲 7	8 29	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbin	g compare	e with your idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	□8 □9	<u> </u>	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the nex	t time you	need plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u>	6 🔲 7	□8 □9/	10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	NY Plumbing	Services	to a friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	6	□8 <u>□</u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the t		sentative on the	following:			Excellent	
	Overall	Very Poor			. 🖂			
	Overall		☐3 ☐4 ☐ ☐					
	Courteous	1 0		1 5 1	2 7		1 110	

□3 □4 □5 □6 □7 □8 □9

	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. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	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						
148	a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
14	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						
15	a. 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						
15	o. If a part had to be ordered, did we keep you informed about status?						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.							
	Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
	They obviously knew then pusciess of Openly Shared their actions. If you would like us to call you, please fill in your telephone number: (





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dedi	would like to than cated to providing ver this important	quality service	g WNY Plumb . In order to h	ing the opp elp us impr	oortunity to s rove our qual	service th ity of ser	ne plumbing in yo vice to you, pleas	our home. We are se take a minute to
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3.	To what extent d Fell Far Below Your Expectations	id this repair se	ervice meet you	ur expectati	ons?	8	⊠9 □10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumb	oing compare		ur ideal? ☑9 □10	Matches Your Ideal
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7.	Please rate the te	elephone repres	sentative on th	e following:	:		Excellent	
	Overall	□1 □ 2	□3 □4	□5	□ 6 □ 7	⊠8	<u>9</u> <u>10</u>	
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	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following: Very Poor Excellent	
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	Knowledgeable	
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	QUESTIONS ABOUT WNY PLUMBING CO.	outonou .
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 7 8 9 10 8 9 10	
:-	Comments: TALER WAS VERY GOOD, VERY COURTEOUS,	
	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	ed.





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Knowledgeable

dedic	would like to thar cated to providing ver this important	quality service	ng WNY Plumbi e. In order to h	ng the opporto elp us improve	inity to ser our quality	rvice the plu y of service t	mbing in yo o you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲	d about WNY Pl Friend Used us Befor	Billbo				
				OVERALL				
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the completion	of the rep	air, how sati	sfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	<u> </u>	□ 8 □ 9	10	Extremely Satisfied
3.	To what extent d	id this repair s	service meet you	ır expectations	?		/	
	Fell Far Below Your Expectations	1 2	<u>3</u> 4	□5 □6	<u> </u>	□8 □9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How well did	WNY Plumbing	compare v	with your ide	al?	
	Very Far From Your Ideal	□1 □ 2	☐ 3 ☐ 4	□5 □6	<u> </u>	□ 8 □ 9	10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plun	nbing the next	time you ne	eed plumbin	g service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	<u> </u>	8 🗌 9	<u></u> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend W	/NY Plumbing S	Services to	a friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5 <u>6</u> 6	<u> </u>	□ 8 □ 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repro	esentative on the	e following:			Excellent	
	Overall	□1 □2	□3 □4	□ 5 □ 6	□7 [89	1 0	
	Courteous	□1 □2	<u>3</u> 4	□5 □6	□7 [89	<u> 1</u> 0	

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent
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12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <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)	
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15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
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 5 6 7 8 9 10 10 10 10 10 10 10 10 10 10	
	Comments:	P
	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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Overall

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Billboard Friend Used us Before Logo on Truck 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** Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 5 3 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will 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** Recommend Recommend Please rate the <u>telephone representative</u> on the following: 7. Very Poor Excellent

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5	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1						
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	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)						
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15b.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!						
	Comments: Dominic Paul Candino Attorney at Law						
	1395 Union Road Buffalo, NY 14224						
	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 service						
1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Plu riend sed us Before	Billboa		PPLY)		
	100			OVERALL				
2.	Considering ever with our most re			he completion	of the repai	r, how satisf	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u>		8 🔲 9	⊠10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	expectations?				
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4.	Imagine an ideal	repair service.	How well did V	/NY Plumbing o	ompare wit	th your ideal	?	
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5.	How likely or unl	ikely are you to	use WNY Plum	bing the next ti	me you nee	d plumbing	service?	
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6.	How likely or unl	ikely are you to	recommend W	NY Plumbing Se	ervices to a	friend?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5 □ 6	7	8 🔲 9	⊠ 10	Definitely Will Recommend
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	QUESTIONS ABOUT SCHEDULING	
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	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Professionalism 1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	Did Not
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14a.	Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)	
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15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
17.	Please rate Western New York Plumbing on the following:	
17.	Very Poor Trustworthiness Standing Behind Their Work Their Work Trustworthiness Trustw	
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-		
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provid	led.



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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) **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** 6 18 15 Satisfied Dissatisfied To what extent did this repair service meet your expectations? 3. Far Exceeded **Fell Far Below** 2 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 15 4 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 Definitely Will Not** 5 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
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	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain
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Knowledgeable

dedic	vould like to than cated to providing ver this important	quality ser	jiving WNY vice. In ord	Plumbing er to help	g the o	pportun prove o	ity to so ur quali	ervice t ty of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
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7.	Please rate the te	•	presentativ	e on the t	followir	ıg:				Excellent	
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	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
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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 Did Not Explain
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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 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: I was very satisfied. Mike & Ken were excellent
	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.

Ken

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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) 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** 5 _6 8 4 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations Your Expectations** Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 4 15 6 13 17 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** 4 5 6 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? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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 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!
-	f you would like us to call you, please fill in your telephone number: ()



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Overall

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Billboard Newspaper Friend 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 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. Far Exceeded **Fell Far Below Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches <u>___</u>4 5 6 __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 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. Very Poor **Excellent**

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	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 70 Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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	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: I'm Super pleased with the enfire job and work that was completed. Mike was an angel Thope you It you would like us to call you please fill in your tolophone number:									
	If you would like us to call you, please fill in your telephone number: (,									



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

1.	Where have you	seen or he	ard about \	NNY Plu	mbing?	("X" A	LL THA	T APPL	Y)		
	Newspaper	r [Friend			Billboa	ard				
	Google	\boxtimes	JUsed us	Before		Logo	on Truc	k			
	Other										
					OVEF	RALL					
2.	Considering every	ything from cent plumbi	your initial ng repair?	call to t	he com	pletion (of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	_1 _	2 3	<u>4</u>	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	_ :	r service m 2	eet your	expecta 5	ations?	7	8	<u></u> 9	10	Far Exceeded Your Expectations
1.	Imagine an ideal Very Far From Your Ideal		ce. How w	ell did W	/NY Plur 5	mbing c	ompare	with yo	our idea	l? 10	Matches Your Ideal
<u>.</u>	How likely or unli	kely are you	u to use Wi	NY Plumi	oing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 3	4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	10	Definitely Will Use Next Time
S.	How likely or unli	kely are you	u to recomi	nend Wi	NY Plum	nbing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	_1 _	2	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor	<u>presentativ</u>	e on the	followir	ng:			/	Excellent	
	Overall	1	2 3	4	5	<u> </u>	7	8	V 9	<u> </u>	
	Courteous	_1 _	2 🔲 3	4	5	<u>6</u>	7	8	V 9	<u> </u>	
	Knowledgeable	_1 _	2	<u></u> 4	<u></u> 5	□ 6	□ 7	8	√ 9	<u> </u>	(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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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	2. Were you contacted by phone to confirm the appointment? 🕅 Yes 🔲 No									
A	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.	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.	5a. 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:									
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!									
	Comments: SERVICE PERSON WAS VERY POLITE, EXPLAINED OPTIONS AND HAD ALL TOOKS NEEDED FOR WHAT WAS DONE.									
	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 thar cated to providing ver this important	quality se	giving WNY ervice. In ord	Plumbin er to hel	g the o lp 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	_	neard about \ Friend Used us			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?								atisfied were you		
	Extremely Dissatisfied	1 [2	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1 [2	4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	10	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	l?	
	Very Far From Your Ideal	_1 [2	<u>4</u>	<u></u> 5	□ 6	□ 7	8	<u> </u>	⊠ 10	Matches Your Ideal
5.	How likely or unl	likely are y	ou to use WN	IY Plumb	oing the	next tii	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	1 [] 2] 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are y	ou to recomr	nend Wi	NY Plum	bing Se	ervices 1	o a frier	nd?		
	Definitely Will Not Recommend	□1 [<u></u>	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephone r		e on the	followir	ng:				Excellent	
	Overall				\square_5	\Box_6		□ 8	П9	M ₁₀	
	Overall		_2 <u> </u>	□ 4		<u></u> о	□ ′		<u></u>		
	Courteous	<u></u>	」 2 □ 3	<u></u> 4	5	∐6	∐ 7	8	9	½ 10	

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	ent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Thank Two days after I called The day 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. 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 1 2 3 4 5 6 7 8 9 10 Explanation	1 1								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) No (CONTINUE)									
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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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 Satis	-								
	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: Love Mike - Thanks 46 Creekwood 14086									
	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		about WNY Pluriend		("X" A Billboa		T APPL	Y)		
	Google Other		sed us Before		Logo o	on Truc	k			
				OVE	RALL					
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	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> 6	□ 7	8	9	以10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	r expect	ations?					
	Fell Far Below Your Expectations	□1 □2	☐ 3 ☐ 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plui	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	5	<u></u> 6	□ 7	8	9	X 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	e followii	ng:				Excellent	
	Overall	□1 □2	□3 □4	<u></u> 5	<u>6</u>	□ 7	8	9	1 10	

	QUESTIONS ABOUT SCHEDULIN						
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	Excelle.					
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12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent						
	Professionalism						
	Knowledgeable □1 □2 □3 □4 □5 □6 □7 □8 □9 □10	Did No.					
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain					
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140.	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	Extremely Satisfied					
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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 To be a 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,Fı	about WNY Pluriend sed us Before	Billb	'ALL THAT ooard o on Truck			
				OVERAL				
2.	Considering ever with our most re	rything from you cent plumbing r	ır initial call to t epair?	the completio	n of the repa	air, how satist	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5 <u></u>	ã □ 7 [8 🔲 9	1 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	rvice meet you	$\dot{-}$	s? 6	8	V 10	Far Exceeded Your Expectations
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5.	How likely or unl	likely are you to	use WNY Plum	bing the next	time you ne	eed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u>	6 □ 7 [8 🔲 9	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing	Services to	a friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	â □ 7 [89	10	Definitely Will Recommend
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	Overall				, m- r	$\neg \circ \Box \circ$		

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		QUESTIONS ABOUT SCHEDULING							
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13.		<u>e 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							
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14a.	Did we complete the re	repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	a part had to be o the technician cou the product failed	("X" ALL THAT APPLY) ordered ould not fix or determine the problem and needed assistance d again shortly after the first visit led to be replaced or the technician determined the product is unrepairable							
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	Smither tent	QUESTIONS ABOUT WNY PLUMBING CO.							
17.		ew York Plumbing on the following: Very Poor Excellent							
	Trustworthiness Standing Behind Their Work	1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 5 5 6 7 8 9 10 1 5 5 6 7 8 9 10 1 5 5 6 7 8 9 10							
	Comments:								
-									
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13.									
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	Evaluation of Danair $ \cdot $	plain 🔲							
14a.	4a. Did we complete the repair on our first trip to your home? 💢 Yes (SKIP TO Q.16) 🔲 No (CONTINUE)								
1 4b.	o. 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.	Extremely	tremely tisfied							
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	Comments:								
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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the oppor olp us improv	tunity to s e our qua	service t lity of se	the plur ervice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before	Bill	" ALL THA ooard o on Truc		Y)		
914				OVERAL	L				
2.	Considering ever with our most re	rything from you cent plumbing i	ır initial call to t epair?	the completion	on of the r	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectation	s?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbin	g compare	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 unl	ikely are you to	use WNY Plum	bing the nex	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u>	6 🔲 7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	6 🔲 7	<u> </u>	<u> </u>	× 10	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	following:				Excellent	
	Overall	☐1 ☐2	<u></u>	<u></u>	6 □ 7	□ 8	<u> </u>	1 10	
	Courteous	□1 □2	□3 □4	□ 5 □ 6	\Box 7	8	9	X 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	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. 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	Did Not Explain					
14a.	V (2)(I) = 2 2 42						
	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. 15b. 16.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	Extremely Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!						
	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.					



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dedi	would like to than cated to providing ver this important	quality serv	ving WNY ice. In ord	Plumbii ler to he	ng the o elp 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 e take a minute to
1.	Where have you Newspape Google Other		ard about \ Friend Used us			Billbo			Y)	*	
					OVE	RALL					
2.	Considering ever with our most re-	ything from cent plumbir	your initial ng repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □	2	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	□10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair	service m	eet you	r expect	ations?	□ 7	<u></u> 8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal		ce. How w	rell did V	VNY Plui	mbing o	compare	with you	our idea	l? ☑10	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are you	to use WI 2	NY Plum	bing the	next ti	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomi	mend W	'NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	4	<u></u> 5	<u>6</u>	7	8	9	□ 10	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	<u>resentativ</u>	e on the	e followi	ng:				Excellent	
	Overall	1 1	2 3	<u></u> 4	<u></u> 5	6	7	8	9	∑ 10	
	Courteous	1 1	2 3	4	5	6	7	8	9	10	
	Knowledgeable	1 1	2	4	<u></u> 5	6	7	8	9	□ 10	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 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. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) Do 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						
×	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	T/V						
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						
	. If a part had to be ordered, did we keep you informed about status? Yes Wo 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 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!						
1/4 N	Comments: 15t time using WNY Plumbing and everything was easier						
	If you would like us to call you, please fill in your telephone number: \(\tag{THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.}\)						

(OVER)



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4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

dedi	would like to thank you for giving WNY Plumbing the opportunity to service the pleated to providing quality service. In order to help us improve our quality of service ver this important survey.	umbing in yo to you, pleas	our home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other		
	OVERALL		
2.	Considering everything from your initial call to the completion of the repair, how sat with our most recent plumbing repair?	isfied or diss	atisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8	10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?		
	Fell Far Below Your Expectations 1 2 3 4 5 6 7 8	10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal	eal?	
	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	g service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8	10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?		
	Definitely Will Not	10	Definitely Will Recommend
7.	Please rate the telephone representative on the following:		
	Very Poor	Excellent	

5

4

6

	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 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.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!							
	Comments: Our technician that we had was Outstanding ! !!! Thank you for your Service to our home. If you would like us to call you, please fill in your telephone number:							
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





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4425 Walden Avenue Lancaster, NY 14086

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)	
	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 diswith our most recent plumbing repair?	ssatisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations? Fell Far Below Your Expectations 1 2 3 4 5 6 7 8 9 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Your Ideal 1	Matches Your Ideal
<u>.</u>	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
ŝ.	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 Excellen	t
	Overall	
	Courteous	
	Knowledgeable	(OVER)

	QUESTIONS ABOUT SCHEDULING					
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent				
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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 Att Not Sure					
	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the service technician on the following: Very Poor Excellent					
	Professionalism Very Poor Excellent Professionalism 1					
	Knowledgeable					
	Explanation of Repair 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.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Other					
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order					
	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable					
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied				
	QUESTIONS ABOUT WNY PLUMBING CO.	Guionou				
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 5 6 7 8 9 10 10 10 10 10 10 10 10 10 10					
	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 provi	ded.				



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Knowledgeable

dedi	would like to than cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ng the c elp us im	pportur prove o	nity to s our qual	ervice t ity 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		☐ Fi	about V riend sed us			Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	_2	3	<u></u> 4	5	<u> </u>	7	8	X 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	5	<u>6</u>	7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	□6	7	8	X 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	3	<u></u> 4	<u></u> 5	<u> </u>	7	8	X 9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plun	nbing So	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	X 9	<u> </u>	Definitely Will Recommend
7.	Please rate the telephone representative on the following: Very Poor Excellent											
	Overall		2	<u></u> 3	4	5	6	7	8	<u> </u>	10	
	Courteous	<u> </u>	2	□3	<u></u> 4	<u></u> 5	6	7	8	9	X 10	

	QUESTIONS ABOUT SCHEDULING					
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very					
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day 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					
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12.	Were you contacted by phone to confirm the appointment?					
	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the service technician on the following:					
	Very Poor Excellent Professionalism 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. 1 4b. 15a.						
	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order					
15b.						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 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: RATE WAS HIGHER THAN I CONSIDERED 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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Knowledgeable

dedi	would like to thar cated to providing ver this important	quality service	ng WNY Plumbi e. In order to h	ng the opportu elp us improve	nity to serv our quality	rice the plun of service to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 I	d about WNY Pl Friend Jsed us Befor	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re			the completion	of the repa	ir, how satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □ 2	□3 □4	□5 □6		8 🔲 9	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet you	ır expectations'	?			
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	□5 □6	7	8 🔲 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did	WNY Plumbing	compare wi	th your idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	□5 □6		8 🔲 9	10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plun	nbing the next t	ime you nee	ed 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 unl	ikely are you t	o recommend W	/NY Plumbing S	Services to a	friend?		
	Definitely Will Not Recommend	□1 □ 2	□3 □4	□5 □6		8 🔲 9	1 0	Definitely Will Recommend
7.	Please rate the te	elephone repro Very Poor	esentative on the	e following:			Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	□ ₅ □ ₆	□7 □] 8 □ 9	10	
	Courteous	\Box 1 \Box 2	$\square_3 \square_4$	□ ₅ □ ₆			1 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							
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 ☐ Be cause ☐ was out of town							
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							
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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)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
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dedi	would like to than cated to providing ver this important	quality servic	ng WNY Plumbi e. In order to he	ng the opportu elp us improve	nity to service our quality of s	the plum ervice to	bing in yo you, please	ur home. We are a take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	d about WNY Plu Friend Jsed us Before	Billbo		LY)		
				OVERALL				
2.	Considering ever with our most re	ything from yo cent plumbing	our initial call to repair?	the completion	of the repair, h	ow satisfi	ed or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	□ 5 □ 6	□ 7 □ 8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet you	r expectations?				
	Fell Far Below Your Expectations	□1 □2	□3 □4	□5 □6	7 8	<u> </u>	☑ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well did \	NNY Plumbing	compare with y	our ideal	?	
	Very Far From Your Ideal	□1 □2	□3 □4	□5 □6	□7 □8	9	∭10	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY Plum	bing the next ti	ime you need p	olumbing s	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	□ 7 □ 8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommend W	/NY Plumbing S	ervices to a fri	end?	,	
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	□ 5 □ 6	□7 □8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre	esentative on the	e following:		ı	Excellent	
	Overall	□1 □2	<u>3</u> 4	□5 □6	□ 7 □ 8	<u> </u>	10	
	Courteous	□1 □2	☐ 3 ☐ 4	□5 □6	□7 □8	9	□ 10	
	Knowledgeable	□1 □2	□3 □4	□ 5 □ 6	□7 □8	9		(OVER)

	QUESTIONS ABOUT SCHEDULING					
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1					
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called Three days after I called					
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12.	Were you contacted by phone to confirm the appointment? Yes No					
	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the service technician on the following: Very Poor Excellent					
	Professionalism					
	Knowledgeable					
	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 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!					
-	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.					