

487 Erie Street Lancaster, NY 14086 RECEIVED
SEP 2 2020

dedi	would like cated to p wer this in											our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	riend	WNY Pl		Billbo			_Y)		
						OVE	RALL			April 1		
2.	Considering ever with our most re-	ything cent pl	from yo umbina	ur initia repair?	l call to	the com	pletion	of the r	epair, ho	ow satis	sfied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	4	<u></u> 5	□6	7	□ 8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this i	repair se	ervice m	neet you	r expect	tations?	7	<u> </u>	<u></u> 9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair 1	service.	How w	vell did V	VNY Plu	mbing o	compare	with yo	our idea	ll? ∰10	Matches Your Ideal
5.	How likely or unlined Definitely Will Not Use Next Time	ikely ar	e you to	use WI	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unli	ikely ar	e you to	recom	mend 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	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	1	2	<u></u> 3	4	<u></u> 5	□ 6	□ 7	8	П 9	10	
	Courteous	1	<u>2</u>	<u></u> 3	4	5	<u></u> 6	7	8	<u></u> 9	10	
	Knowledgeable	1	2	3	4	5	<u>6</u>	7	<u></u> 8	9	<u>K</u> 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								
10.	Generally, on which one day of the week would you prefer service? Sun. Tues. Wed. Thurs. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon V 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 10 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 Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness 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!								
2	Comments: Our technician was kind and helpful.								
	If you would like us to call you, please fill in your telephone number: ()								



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED
SEP 2 2020

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 Newspaper Billboard Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 14 5 16 17 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded 6 Your Expectations Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Matches 5 13 4 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 6 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor** Excellent Overall Courteous

	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 Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Very Poor Excellent Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	4a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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.									
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:								
-									
-	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.								



487 Erie Street Lancaster, NY 14086

RECEIVED SEP 3 2020

1.	Where have you	seen or heard	l about WNY Pl	umbing? ("X	" ALL TH	AT APPL	Y)		
	Newspape	r 🗆 F	riend	Billk	oard				
	Google		Jsed us Befor	e 🗍 Log	o on Truc	ck			
	Other	ليمي و		о <u> </u>	0 011 11 00				
	Other			OVERAL					
	6A4) ka 63 m 6 h 34 m								
2.	Considering ever with our most re			the completion	on of the r	epair, ho	w satis	tied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	☐3 ☐4	<u></u> 5	6 🔲 7	8	9	× 10	Extremely Satisfied
3.	To what extent d	id this repair so	ervice meet you	ır expectatior	s?				
	Feii Far Below Your Expectations	12	<u>3</u> 4	<u> </u>	6 🔲 7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumbin	g compar	e with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	□3 □4	<u></u> 5	6 🔲 7	8	<u> </u>	X 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plun	nbing the nex	t time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u>1</u> <u>2</u>	<u>3</u> 4	<u></u> 5 <u></u>	6	8	<u> </u>	2 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	VNY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	<u></u> 5	6 🔲 7	8	<u> </u>	X 10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on th	e following:					
	-	Very Poor		- · · · · · · · · · · · · · · · · · · ·				Excellent	
	Overall	□1 □2	3 4	<u></u> 5	6 7	8	<u> </u>	1 10	
	Courteous	□1 □2	☐ 3 ☐ 4	<u></u>	6	8	9	X 10	
	Knowledgeable	□1 □2	<u>3</u> <u>4</u>	<u></u>	6 🗆 7	8	<u> </u>	X 10	(OVER)

	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 Excellent	
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? \(\sumsymbol{X} \text{Yes} \sumsymbol{No} \)	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following: Very Poor Excellent	
	Professionalism	
	(nowledgeable	
	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)	
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	
	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!	
- -	THANK YOU GREAT SERVICE	_
1	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.	- ·



487 Erie Street Lancaster, NY 14086



1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y) ,		
						OVE	RALL					
2.	Considering ever with our most re	rything fo cent plu	rom yoເ mbing ເ	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	□6	□ 7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	rexpect	ations?					
	Fell Far Below Your Expectations	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Far Exceeded Your Expectations
4.	lmagine an ideal	repair s	ervice.	How w	ell did V	VNY Plur	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u></u> 6	□ 7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recom	nend W	NY Plum	bing Se	ervices	to a frier	nd?		
	Definitely Will Not Recommend	1	_2	3	4	<u></u> 5	☐ ₆	□ 7	X 8	<u></u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		sentativ	e on the	followir	ng:				Excellent	
	Overall	□ ₁	\square_2	\square_3	Па	\square_5	Пе	\square_7	X 8	9		
	Courteous	1	<u>2</u>	□3	<u></u> 4	□ 5	<u></u> 6		8	□ 9	☐10	
	Knowledgeable	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u></u> 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 1							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after i called Three days after i called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Tues. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:							
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10 Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable DNA							
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: WISH THE PRICE WAS MORE AFFORDABLE - \$889 TO INSTAU A WATER FILTER - REALLY. 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.							



X₉

(OVER)

RECEIVED SEP 4 2020

487 Erie Street Lancaster, NY 14086

Knowledgeable

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 Google Used us Before Logo on Truck 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 **□**8 🔀 9 [13 4 5 6 17 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From** Matches 4 15 16 13 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **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** X18 15 Recommend Recommend Please rate the telephone representative on the following: 7. Very Poor **Excellent** Overall Courteous

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are

	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 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: Very Poor Excellent	
	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	X
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 0.16) 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.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied	•
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent	
	Trustworthiness 1	
-	Comments: PRICEY! No Senior Discount! 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.	



487 Erie Street Lancaster, NY 14086



1.	Where have you Newspape Google Other	er 🔲 Fr	about WNY Plu jend sed us Before		("X" A Billboa Logo o	rd		Y)		4
				OVER	ALL					
2.	Considering ever with our most re	ything from you cent plumbing r	ur initial call to tepair?	the comp	oletion c	of the re	pair, ho	w satist	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3 4	<u></u> 5	<u></u> 6	7	8	N 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expecta	ations?			. /		
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	□ 6	<u> </u>	8	X 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plun	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	☐1 ☐2	☐ 3 ☐ 4	<u></u> 5	<u>6</u>	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the	next tin	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plum	bing Se	rvices t	o a frier	nd?	,	
	Definitely Will Not Recommend	_1 _2	<u></u>	<u></u> 5	<u></u> 6	7	8	<u>9</u>	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	<u></u> 6	□ 7	□ 8	<u> </u>	X 10	
	Courteous	1 2	3 4	5	6	7	8	$\square 9$	10	
	Knowledgeable	<u> </u>	3 4	<u></u> 5	□ 6	7	8		10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	t						
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.) 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	4						
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.								
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.								
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 Extreme Satisfied 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:							
-								
	If you would like us to call you, please fill in your telephone number: ()							



487 Erie Street Lancaster, NY 14086

RECEIVED
SEP 1 4 2020

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)

| Rillboard |

1.	Where have you	ı seen oı	r heard	about \	WNY Plu	umbingʻ	? ("X" /	ALL THA	at appl	.Y)		
	Newspape	er	ΠF	riend			Billbo	ard				
	Google			lsed us	Before	, 🗀	Logo	on Truc	k			
	Other		(**)	004 40	Вогого	, L	Logo	on nac	/IX			
			S. 1. 19.			OVE	RALL			TRANSPORT		
	With a training to the											
2.	Considering ever with our most re	rything fi cent plu	rom yo mbing	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	<u></u> 4	<u></u> 5	□6	7	8	9	2 10	Extremely Satisfied
3.	To what extent d	lid this re	epair se	ervice m	eet you	r expect	tations?					
	Fell Far Below Your Expectations	□ 1	\prod_2	3	П ₄	<u> </u>	<u></u>	П 7	∏ 8	9	1 0	Far Exceeded
	•											Your Expectations
4.	Imagine an ideal Very Far From	repair s	ervice.	How w	ell did V	NNY Plu	mbing (compare	e with yo	our idea	1?	
	Your Ideal	1	2	<u></u> 3	4	5	<u></u> 6	□ 7	8	9	2 10	Matches Your Ideal
5.	How likely or unl	likely are	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	\square_2	Пз	\prod_4	П 5	П6	\prod_{7}	<u> </u>	П 9	2 10	Definitely Will Use Next Time
											щ.,	Ose Next Time
6.	How likely or unl	ikely are	you to	recomi	mend W	'NY Plun	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>	2 10	Definitely Will Recommend
											(
7.	Please rate the <u>t</u>			<u>sentativ</u>	<u>e</u> on the	e followi	ng:					
		Very Po	or								Excellent	
	Overall	1	2	3	4	5	<u></u> 6	<u></u>	8	<u></u> 9	½ 10	
	Courteous	1	2	<u></u> 3	<u>4</u>	<u></u> 5	6	7	8	9	10	
	Knowledgeable	1	_2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	2 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 Longer than three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day								
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 10 Explain								
14a.	(Z) y								
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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!								
-	Comments: Mike was bey professional and courteous. He answered are our gitestions. 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)

487 Erie Street Lancaster, NY 14086

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 Google Used us Before Logo on Truck 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 15 8 4 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 3 4 5 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

	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 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										
	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)										
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.	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 Their Work										
-	Comments: MICHAEL WAS GREAT. HE DIDA FANTASTIC JOB.										
	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)

487 Erie Street 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. 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 Extremely 14 15 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 4 6 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 13 14 5 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will** \bowtie 10 **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 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous Knowledgeable

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. 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									
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ▶ 10									
	Knowledgeable	Did Not								
	Explanation of Repair	Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered									
	the technician could not fix or determine the problem and needed assistance									
	the product failed again shortly after the first visit									
	the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.										
	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	Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent									
	Very Poor Excellent Trustworthiness									
	Standing Behind Their Work 1 1 2 3 14 5 6 7 8 9 10									
	Please check this box if you will also use an online rating service, Thank you!									
	Comments:	1								
-	YOU GUYS ARE GREAT!									
	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.								



487 Erie Street Lancaster, NY 14086



1.	Where have you Newspape	er 🔲 Fr	riend		Billboa	rd		Y)		
	Google Other		sed us Befor		Logo o	n Truc	k			
				OVER	ALL					
2.	Considering ever with our most re			the comp	oletion o	of the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	5	<u></u> 6	<u> </u>	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	rvice meet you	ur expecta	ations?	<u> </u>	<u></u> 8	<u></u> 9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plun	nbing c	ompare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plur	nbing 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>	10	Definitely Will Use Next Time
6.	How likely or unl	likelv are vou to	recommend V	VNY Plum	bina Se	rvices t	o a frie	nd?		
	Definitely Will Not Recommend	-	<u>3</u> 4	<u></u> 5	☐ 6	□ 7	<u> </u>	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on th	e followin	ıg:			30	Excellent	
	Overall	□1 □2	□3 □4	<u></u> 5	□ 6	7	8	2 9	□10	
	Courteous	□1 □2	□3 □4	<u></u> 5	□ 6	7	□ 8	<u></u> 9	□10	
	Knowledgeable	<u> </u>	<u></u>	<u></u> 5	□ 6	<u> </u>	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	xcellent									
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	An Tagas									
	Professionalism										
	Knowledgeable										
	Evaluation of Panair	Did Not									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	Explain L									
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.		Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:	41									
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!										
-	Comments: Ricity DiD A Excellent JOB - I would use him	Agnini!									
l	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 provide	d.									



487 Erie Street Lancaster, NY 14086



1.	Where have you Newspape Google Other	er 🗵 F	about WNY P riend Ised us Befor		("X" Al Billboar Logo or	rd		Y)		
				OVER	ALL					
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the comp	letion o	f the re	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 2	<u>3</u> 4	<u></u> 5	□ 6	<u> </u>	<u>8</u>	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	ervice meet you	ur expecta	itions?	7	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	nbing co	mpare	with yo	our idea	ll? ⊠ 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	nbing the	next tim	ne you r	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	☐3 ☐4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plumb	oing Ser	vices to	o a frier	nd?		
	Definitely Will Not Recommend	<u>1</u>	<u>3</u> 4	<u></u> 5	□6 l	□ 7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on th	e followin	g:				Excellent	
	Overall	□1 □2	□3 □4	□5 [<u></u> 6 [<u></u>	8	<u> </u>	☑ 10	
	Courteous	□1 □2	□3 □4	□ 5 [<u></u> 6 [7	□ 8	<u> </u>	1 0	
	Knowledgeable	□1 □2	<u>3</u> <u>4</u>	<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 2 3 4 5 6 7 8 9 10 Excellent										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) ☐ Same day I called ☐ Two days after I called ☐ Longer than 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 10 Explain]									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.											
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work 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.	- -									



487 Erie Street Lancaster, NY 14086

Your Ideal

Definitely Will Not

Use Next Time

5.



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 Newspaper Billboard Logo on Truck Google Used us Before Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely Extremely 4 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 4 5 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

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are

6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not** Recommend Please rate the telephone representative on the following: 7. **Very Poor Excellent** Overall Courteous Knowledgeable

How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?

(OVER)

Your Ideal

Definitely Will

Use Next Time

Definitely Will

Recommend

	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. Sat. No particular day										
11.	Marrian Afternoon Supring (offer 5 nm)										
12.	Were you contacted by phone to confirm the appointment? Yes \(\sqrt{No} \) No \(\cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \cdot \qq \qua										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the <u>service technician</u> on the following:										
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 710 Explain										
14a.											
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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.											
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1										
	QUESTIONS ABOUT WNY PLUMBING CO.										
17.	Please rate Western New York Plumbing on the following:										
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!										
-	Comments: Mike is excellent 9/9/20										
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.										



487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED
SEP 78 2020

	cated to providing ver this important	quality service. In order to help us i urvey.	mprove our quality of s	ervice to you, pleas	e take a minute to
1.	Where have you Newspape Google Other	seen or heard about WNY Plumbing Friend Used us Before	g? ("X" ALL THAT APP! Billboard Logo on Truck	LY)	
		OVE	RALL		
2.	Considering ever with our most re	thing from your initial call to the cor ent plumbing repair?	npletion of the repair, h	ow satisfied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2 □3 □4 □5	□6 □7 □8	<u>9</u> 10	Extremely Satisfied
3.		I this repair service meet your exped	ctations?		
	Fell Far Below Your Expectations	□1 □2 □3 □4 □5	□6 □7 □8	□9 🗵10	Far Exceeded Your Expectations
4.	Imagine an ideal	epair service. How well did WNY Pl	umbing 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	cely are you to use WNY Plumbing th	e next time you need p	lumbing service?	
	Definitely Will Not Use Next Time	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5	□6 □7 □8	□ 9	Definitely Will Use Next Time
6.	How likely or unl	xely are you to recommend WNY Plu	mbing Services to a frie	end?	
	Definitely Will Not Recommend	□1 □2 □3 □4 □5	□6 □7 □8	□ 9 ≥ 10	Definitely Will Recommend
7.	Please rate the to	ephone representative on the follow	ring:		
		/ery Poor		Excellent	
	Overall	□1 □2 □3 □4 □5	□6 □7 □8	□ 9 ▼ 10	
	Courteous	<u>1</u> <u>2</u> <u>3</u> <u>4</u> <u>5</u>	□6 □7 □8	□ 9 ▼ 10	

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

(OVER)

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1										
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called										
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. No particular day										
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time										
12.	Were you contacted by phone to confirm the appointment? Yes No										
	QUESTIONS ABOUT THE REPAIR ITSELF										
13.	Please rate the <u>service technician</u> on the following:										
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10										
	Knowledgeable										
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain										
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
15a.	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: W/Y Pluming worked on our house whom Built- Berg hoppy with cook- also put in our BACK up & Ump										
	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.										



487 Erie Street Lancaster, NY 14086 RECEIVED
SEP 2.8 2020

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 | Rillboard

	Newspape Google	r		riend sed us	Before		Billboa Logo	ard on Truc	k	,		
	Other											
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	rom you Imbing I	ur initial repair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	X 8	<u> </u>	<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	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	ompare	with you	our idea	l? 10	Matches Your Ideal
5.	How likely or unl	likelv ar	e vou to	use WN	JY Plum	bina the	e next ti	me vou	need pl	umbina	service?	
	Definitely Will Not Use Next Time	1	2	3	<u></u> 4	<u></u> 5	☐6	7	8	9	<u></u> 10	Definitely Will Use Next Time
6.	How likely or unl	likelv ar	e vou to	recomr	nend W	NY Plum	nbina Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	-	_2	<u></u> 3	<u></u> 4	<u></u> 5	☐6	□ 7	□ 8	3 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□ 1	\square_2	\square_3	\Box_4	5	П6	\square_7	П8	П9	1 0	
	Courteous	1	2	<u></u> 3	4	□5	□6		8	<u></u> 9		
	Knowledgeable	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	⊠ 10	(OVER)

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	xcellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called										
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:	¥ 13									
	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										
	Evilanation of Populir $\begin{bmatrix} 1 & 1 & 1 & 1 & 1 & 1 & 1 & 1 & 1 & 1 $	Did Not Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other										
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order										
15b.											
16.		Extremely									
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied									
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:										
-											
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	<u></u>									



(OVER)

487 Erie Street Lancaster, NY 14086 SEP 28 2020

dedic		quality										ur home. We are etake a minute to
1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)	100	
						OVE	RALL					
2.	Considering ever with our most red	ything fr cent plu	om you mbing i	ır initial epair?	call to t	he com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	<u> </u>	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	X 10	Extremely Satisfied
3.	To what extent di	id this re	epair se	rvice m	eet youi	expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u> </u>	<u></u> 5	<u>6</u>	□ 7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From	repair s	ervice.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	Matakas
	Your Ideal	1	2	3	<u> </u>	□ 5	<u></u> 6	7	8	9	10	Matches Your Ideal
5.	How likely or unli	ikely are	you to	use WN	IY Plum	bing the	next til	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	× 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices t	o a frie	nd?		
	Definitely Will Not Recommend	_1	<u></u> 2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	<u>8</u>	<u></u> 9	1 0	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u></u> 1	2	<u></u> 3	4	<u></u> 5	□ 6	7	8	<u> </u>	X 10	
	Courteous	1	2	3	<u>4</u>	<u></u> 5	□6	7	8	9	½ 10	
	Knowledgeable	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 1 2 3 4 5 6 7 8 9 10	Excellent					
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. 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 14 5 6 7 8 9 110						
	Knowledgeable	Did Not					
	Explanation of Repair 1 2 3 4 5 6 7 8 9 110	Explain					
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) 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.							
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.	Sausneu					
17.	Please rate Western New York Plumbing on the following:						
	Very Poor Trustworthiness Standing Behind Their Work Very Poor 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.						



487 Erie Street La



dedi	would like to thar cated to providing ver this important	quality service	ing WNY Plumb ce. In order to I	ping the opport nelp us improve	unity to serv our quality	vice the plun of service to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲	d about WNY P Friend Used us Befo	Billbe		APPLY)		
				OVERALI				
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	12	3 🗆 4	56	5 □ 7 □	8 9		Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair s	service meet yo	ur expectations	? 6	_ 8 _ 9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service	e. How well did	WNY Plumbing	compare wi	ith your ideal	? ☑10	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are you	to use WNY Plui	mbing the next	time you nee	ed plumbing	service?	Definitely Will Use Next Time
6.	How likely or unl Definitely Will Not Recommend	ikely are you	to recommend \	WNY Plumbing	Services to a	a friend?	10	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following: Very Poor Excellent							
	Overall	□1 □2	☐3 ☐4	<u></u> 5 <u>6</u>] 8 □ 9	10	
	Courteous	☐1 ☐2	☐3 ☐4	□5 □6		8 🔲 9	1 0	
	Knowledgeable	□1 □2	<u>3</u> 4	□5 □6	7	8 🗌 9	1 0	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	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 \(\sumsymbol{\text{No}}\) No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism 1 2 3 4 5 6 7 8 9 10						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain					
14a.	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						
	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	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:						
'	If you would like us to call you, please fill in your telephone number: ()						