





www.wnyplumbing.com

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4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did		mbing o	compare	with you	our idea	l? ⊠ 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plui	mbing the	e next ti	me you	need pl	umbing	service?	
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	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 Longer than three days after I called Three days after I called									
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day									
11.	. Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time									
12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following:									
	Very Poor Excellent Professionalism									
	Knowledgeable									
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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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
-	Comments: If you would like us to call you, please fill in your telephone number: ()									
	THANK YOU FOR YOUR HELP! Please return this guestionnaire in the postage-paid envelope provided.									







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1.	Where have you Newspape Google Other	er	about WNY Pli riend sed us Befor	Billbe	oard			
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5.	How likely or unl	ikely are you to	use WNY Plum	bing the next	ti <mark>me y</mark> ou r	need plur	nbing serv	vice?
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6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing	Services to	o a friend	!?	
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_	Please check this box if you will also use an online rating service, Thank you!									
	Comments: The man you sent was very good I likely what he did and cheal his mess up very good job.									
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	Knowledgeable		2	3	4	5	<u>6</u>	7	 8	2 9	10	(OVER)

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Knowledgeable

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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 Friend Newspaper 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** \times 9 5 6 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 4 5 6 **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 5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 5 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Excellent Very Poor Overall** Courteous

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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? 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:								
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
(Comments:								
-									
-	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper 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 6 **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 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 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 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 The 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 <u>service technician</u> on the following:								
	Very Poor Excellent rofessionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ☑ 10								
	nowledgeable								
	xplanation 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.	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? Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Attremely Complete the repair Street								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor rustworthiness								
-	mments: Thank You								
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.								







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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

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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 40 Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called								
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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? No particular time Were you contacted by phone to confirm the appointment? Yes No Sorry can't remember								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 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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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!								
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Knowledgeable

dedic		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	Billbo				
				OVERALL				
2.	Considering ever with our most re	rything from you cent plumbing r	ur initial call to te repair?	the completion	of the rep	air, how satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□ 5 □ 6	7	8 🗌 9	⊠ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair se	rvice meet you	r expectations?	7	□8 □9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbing o	compare v		? 2 10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next ti	me you ne	eed 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	likely are you to	recommend W	NY Plumbing S	ervices to	a friend?		
	Definitely Will Not Recommend	□1 □2	□3 □4	□ 5 □ 6	□ 7	□8 □9 I already	∑10 have	Definitely Will Recommend
7.	Please rate the t		sentative on the	e following:		recommend		
		Very Poor					Excellent	
	Overall	<u> </u>	<u></u> 3 <u></u> 4	<u></u> 5 <u></u> 6	∐7	89	⊠ 10	
	Courteous	□1 □2	□ 3 □ 4	□5 □6	□7 [8 🗌 9	⊠10	

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	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1								
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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:								
	Professionalism Very Poor Excellent Professionalism 1								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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	Comments:								
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	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								

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dedic	vould like to thar cated to providing ver this important	quality	service	g WNY . In ord	Plumbir er to he	ng the o	pportur prove o	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		F	about \ 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> 1	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	<u>X</u> 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u></u> 6	□ 7	8	9	<u>X</u> 10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	<u>2</u>	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or un	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	3	4	5	□ 6	_7	8	<u> </u>	X 10	Definitely Will Recommend
7.	Please rate the t			<u>sentativ</u>	e on the	followi	ng:				Foreittent	
	O	Very Po			П.						Excellent	
	Overall	1	2	<u></u> □3	<u> </u> 4	<u></u> □5	<u></u>		∐8 □	<u></u> 9	×10	
	Courteous	<u> </u> 1	2	3	<u>4</u>	<u></u> 5	<u>6</u>	<u></u> □7	8	<u></u> 9		
	Knowledgeable					_		1 1-	1 70		14 A A	

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called								
10.	Generally, on which one day of the week would you prefer service? ☐ Sun. ☐ Mon. ☐ Tues. ☐ Wed. ☐ 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)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
(Comments:								
-									
1	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								







WNY PLUMBING CO

4425 Walden Avenue Lancaster, NY 14086

	cated to providing ver this important		service	. In ord	ler to he	elp us in	nprove	our qual	ity of se	ervice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other	ı seen o	F	about \ riend sed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	4	<u></u> 5	□ 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this r	epair se	ervice m	eet you	r expect	tations?	7	<u>8</u>	9	2 0	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did V	VNY Plu	mbing o	compare	with yo		10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	2	3	<u></u> 4	<u></u> 5	□ 6	_7	8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	VI)0	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	2	□ 3	4	<u></u> 5	<u>6</u>	7	■8	<u> </u>	₽ 10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	□ 6	□ 7	<u> </u>	9	<u></u>	
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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

	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								
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12.	Were you contacted by phone to confirm the appointment? Yes \(\sigma\) No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
	Professionalism 1 2 3 4 5 6 7 8 9 710								
	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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17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
	Comments:								
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	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								







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Knowledgeable

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8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	Excellent							
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	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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dedic	vould like to than cated to providing ver this important	quality s	r giving service.	WNY In ord	Plumbin er to he	ng the o Ip us im	pportun prove o	nity to sour quali	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		Fri	end	VNY Plu Before		Billboa			Y)		
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2.	Considering ever with our most red	ything fro cent plun	om your nbing re	r initial epair?	call to t	he com	pletion	of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	4	□ 5	<u>6</u>	<u> </u>	8	9	10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	d this re	pair ser	vice m	eet your	expect	ations?	7	<u>8</u>	<u></u> 9	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our ideal	i? ⊠10	Matches Your Ideal
5.	How likely or unli	ikely are	you to	use WN	IY Plum	bing the	next til	me you	need pl	umbing	service?	
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6.	How likely or unli	ikely are	you to	recomr	nend W	NY Plum	nbing Se	ervices 1	to a frie	nd?		
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7.	Please rate the te	elephone Very Pod		<u>entative</u>	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	2	<u></u> 3	<u>4</u>	<u></u> 5	<u> </u>	7	8	<u></u> 9	10	
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	Knowledgeable	□1 [2	<u></u> 3	4	5	□ 6	7	8	<u> </u>	X 10	(OVFR)

	QUESTIONS ABOUT SCHEDULING									
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	Explanation of Repair									
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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:									
	Trustworthiness In their Work In t									
-	The Technician was very grafesimal and knowledgeable what need to be done.									
	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.									







(OVER)

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dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲	Friend Used us Befo	Billi	ooard	nk		USE W	DNY PLUMBIA
				OVERAL					
2.	Considering ever with our most re	rything from yecent plumbing	our initial call to grepair?	the completi	on of the r	epair, hov	v satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	☐1 ☐2	□3 □4	<u></u> 5	6 🔲 7	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair s			ns? 6	8	<u></u> 9	10	Far Exceeded Your Expectations
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5.	How likely or unl	likely are you			t time you		_ `	service?	Definitely Will
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6.	How likely or unl	likely are you	to recommend \	VNY Plumbino	Services	to a frien	d?	(
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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor							
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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 XNo							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following: Very Poor Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 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							
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	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.							



Very Poor

Overall

Courteous

Knowledgeable

SEP 12 2022 PAGES

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Excellent

(OVER)

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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. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Friend Billboard Newspaper 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** 4 5 6 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 5 6 3 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 4 5 6 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** X 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** Recommend Recommend Please rate the telephone representative on the following: 7.

		QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you Very 1	rate us on scheduling this repair service at your convenience? 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.		day would you prefer service? ternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by p	phone to confirm the appointment?						
		QUESTIONS ABOUT THE REPAIR ITSELF						
13.		technician on the following: Pry Poor Excellent						
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	Knowledgeable	\square 1 \square 2 \square 3 \square 4 \square 5 \square 6 \square 7 \square 8 \square 9 \square 10)					
	Explanation of Repair	☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☑10	Did Not Explain					
14a.	Did we complete the rep	pair 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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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.	7. 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 Tourism Please check this box if you will also use an online rating service, Thank you!							
-	Comments: VENY SATISFIED WITH WORK PRODUCT. PAT KEENIM DID A CHURT JOB!							
1	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							







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Knowledgeable

WNY PLUMBING CO

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 did work Other neighbab **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 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 5 6 4 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 4 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will** 2 **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 Overall Courteous

	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. Fri. Sat. No particular day							
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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 1 2 3 4 5 6 7 8 9 10							
	Knowledgeable							
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14a.								
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.							
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:							
x=	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.							





to

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Knowledgeable

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1.	Where have you Newspape Google Other		ard about \ Friend Used us			Billbo			Y)		2
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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				
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4.	Imagine an ideal	repair servi	ce. How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	J?	
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5.	How likely or unl	i <mark>kely are</mark> you	ı to use Wi	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
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6.	How likely or unl	ik <mark>ely are</mark> you	ı to recom	mend W	NY Plun	nbing S	ervices [·]	to a frie	nd?		
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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called							
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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 Explain							
14a.								
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.							
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc							
() 	Comments:							
ı	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

dedic	vould like to than cated to providing ver this important	quality se	giving W ervice. In	'NY Plumbir order to he	ng the o lp us im	pportun prove o	ity to so our quali	ervice tl ty of se	he plum rvice to	ibing in you you, please	ur home. We are e take a minute to
1.	Where have you Newspape Google Other	` _	Frien			Billboa			()		
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	Extremely Dissatisfied	1 [_2 _	3 🔲4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this rep	air servic	e meet you	r expect	ations?	□ 7	8	<u></u> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair ser	rvice. Ho	w well did V]3 4	VNY Plui	mbing c	ompare	with yo	ur ideal	? 1 0	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to use	WNY Plum	bing the	next tir	me you	need plu	umbing	service?	Tour racar
	Definitely Will Not Use Next Time	<u> </u>	2	3 🔲 4	<u></u> 5	□ 6	_7	8	<u> </u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	you to rec	ommend W	NY Plum	nbing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone ı Very Pooi		ative on the	e followii	ng:				Excellent	
	Overall	□1 [2	3 🔲 4	□ 5	<u></u> 6	7	8	9	<u> </u>	
	Courteous	□1 [2	3 🔲 4	<u></u> 5	<u></u> 6	7	8	9	<u> </u>	

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	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment?
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:
	Professionalism Very Poor Excellent Professionalism 1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No 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 \$\begin{array}{c ccccccccccccccccccccccccccccccccccc
	Comments:
33-	
1	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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ansv	ver this important	survey.									
1.	Where have you Newspape Google Other	5	Frien			Billboa			()		
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2.	Considering ever with our most re				the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
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3.	To what extent d	id this rep	air servic	e meet you	ur expec	tations?					
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5.	How likely or un	likely are y	you to use	WNY Plun	nbing the	e next ti	me you	need plu	umbing	service?	
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6.	How likely or un	likely are \	you to rec	ommend V	VNY Plur	nbing S	ervices [·]	to a frier	nd?	.7	
	Definitely Will Not Recommend		2	3	<u></u> 5	☐6	7	8	9	10	Definitely Will Recommend
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	Overall	1 [_2 _	3 🔲4	5	6	7	8	9	10	
	Courteous		2	3 🔲4	<u></u> 5	<u>6</u>	_7	8	<u> </u>	10	
	Knowledgeable	<u> </u>]2 [3 🔲 4	<u></u> 5	□ 6	7	□ 8	9	1 0	(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

	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 Two days after I called The day after I called Three days after I called	er 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 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.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	Satistica
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 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -	Comments: Very nice thank you	
l li	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 prov	vided.



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dedi		quality	service									ur home. We are e take a minute to
1.	Where have you Newspape Google Other		F	about V riend sed us			Billbo			Y)		
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	Extremely Dissatisfied	1	<u>2</u>	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u></u> 9	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?			2		
	Fell Far Below Your Expectations		2	3	4	5	<u></u> 6	□ 7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	?	
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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	Пз	<u></u> 4	<u></u> 5	□ 6	□ 7	□8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plum	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	□ 7	8	79	<u></u> 10	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	sentativo	e on the	followi	ng:				*	
		Very Po	oor								Excellent	
	Overall	<u> </u>	2	3	4	5	<u>6</u>	7	8	9	<u> </u>	
	Courteous	1	2	<u></u> 3	4	5	□ 6	7	<u> </u>	9	10	
	Knowledgeable	<u></u> 1	2	<u></u> 3	4	<u></u> 5	□ 6	7	<u> </u>	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
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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 1 2 3 4 5 6 7 8 9 10
	Knowledgeable
	Evaluation of Renair 1 0 0 0 14 0 0 0 Did Not
	п. п
14a.	
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
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments: 1) 1 St. 1 2 you were unable to service
	called next day because Roy's plumbing did
	If you would like us to call you, please fill in your telephone number: ()





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dedio	would like to thank you for giving with Plun dicated to providing quality service. In order to swer this important survey.			
1.	Where have you seen or heard about WNY Newspaper Google Other	Billboard Logo on True		
		OVERALL		
2.	Considering everything from your initial call with our most recent plumbing repair?	to the completion of the re	epair, how satisfied or dissa	atisfied were you
	Extremely Dissatisfied 1 2 3	1 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 d	lid WNY Plumbing compare	e with your ideal?	
	Very Far From 1 2 3	4 🗆5 🗆6 🖂7	□8 □9 □10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY P	lumbing the next time you	need plumbing service?	
	Definitely Will Not Use Next Time 1 2 3	1 4 □5 □6 □7	□8 □9 □10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommen	d WNY Plumbing Services	to a friend?	
	Definitely Will Not]4	□8 □9 □10	Definitely Will Recommend
7.	Please rate the telephone representative on	the following:		
	Very Poor	•	Excellent	
	Overall	4	□8 □9 □10	
4	Courteous 1 2 3	4 5 6 57	□8 □9 □10	
	Knowledgeable 1 2 3	4 🔲 5 🔲 6 🔲 7	□ 8 □ 9 □ 10	(OVER)

	QUESTIONS ABOUT SCHEDULING /						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 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.) po particular time						
12.	Were you contacted by phone to confirm the appointment?						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the <u>service technician</u> on the following:						
	Professionalism						
	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.							
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						
	Comments: Mike 194 Excellent and professional at his poble in the postage-paid envelope provided.	6.1					





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Knowledgeable

dedi		quality servi								ur home. We are e take a minute to
1.	Where have you Newspape Google Other		rd about W Friend Used us I		bing? ("X" Billb	oard		Y)		
					<u>)VERALI</u>					
2.	Considering ever with our most re			call to the	completion	of the r	epair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _:	2 3	<u> </u>	<u></u>	7	8	9	⊠ 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations		service me 2 3	et your e	xpectations		8	⊠ 9	<u></u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal		ce. How we 2 3	ll did WN	Y Plumbing		with you	our ideal	? □10	Matches Your Ideal
5.	How likely or unl	li <mark>kely are</mark> you	to use WN	Y Plumbir	ng the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2 🔲 3	<u>4</u>	56	□ 7	8	9	□10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	to recomm	end WNY	' Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	1	2	<u> </u>	<u></u>	5 🔲 7	8	<u> </u>	☑10	Definitely Will Recommend
7.	Please rate the t	elephone rep Very Poor	<u>resentative</u>	on the fo	ollowing:				Excellent	
	Overall	1	2 🔲 3	<u> </u>	<u></u>	7	8	9	□ 10	
	Courteous	1	2 🔲 3	4 [<u></u>	7	8	9	10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor
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. Wiles. 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? (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.	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!
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.







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dedi	would like to than cated to providing wer this important	quality service							
1.	Where have you Newspape Google Other	er 🔲 Fi	about WNY Pluriend sed us Before	Billbo			Y)		
				OVERALL					
2.	Considering ever with our most re	rything from you cent plumbing i	ur initial call to repair?	the completion	of the re	epair, ho	w satisf	ied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□ 5 □ 6	7	<u> </u>	<u> </u>	1 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	rvice meet you	r expectations?	7	<u>8</u>	<u> </u>	2 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did \	NNY Plumbing	compare	with yo	our ideal	? X 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□ 5 □ 6	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	'NY Plumbing S	ervices	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	□ 5 □ 6	7	8	<u> </u>	<u>/</u> 10	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	e following:				Excellent	
	Overall	□1 □2	□3 □4	□ 5 □ 6	7	7/8	9	<u> </u>	
	Courteous	□1 □2	□3 □4	<u></u>	7	<u> </u>	9	5 10	
	Knowledgeable	□1 □2	<u>3</u> 4	□ 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.	Were you contacted by phone to confirm the appointment?						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following:						
	Professionalism Very Poor Excellent Professionalism 1						
	Knowledgeable						
	Explanation of Repair 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.	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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work T						
_							
-	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.						