





www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard 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 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches 3 4 |5 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 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 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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11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time											
12.	Were you contacted by phone to confirm the appointment?											
	QUESTIONS ABOUT THE REPAIR ITSELF											
13.	Please rate the service technician on the following:											
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 ✓ 10 Knowledgeable 1 2 3 4 5 6 7 8 9 ✓ 10											
	Did Not											
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain											
14a.												
1 4b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other											
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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 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!											
01 [8	Comments: Jou folks always do a good job or aften go above y buyond what's needed. If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.											





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

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1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
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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?											
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3.	To what extent d	id this r	enair se	ervice m	eet vou	r expect	ations?)				
0.	Fell Far Below Your Expectations	1	2	3	4	<u></u>	<u>6</u>	_7	8	9	1 0	Far Exceeded Your Expectations
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₹,	Very Far From Your Ideal	1	2	□3		<u></u> 5		7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	□3	<u></u> 4	<u></u> 5	□ 6	7	□ 8	9	10	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?		
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	QUESTIONS ABOUT SCHEDULING									
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following: 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)									
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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 1 2 3 4 5 6 7 8 9 Please check this box if you will also use an online rating service, Thank you!									
1	Fortsick has been with us through it see the like tomely! -									
1	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									

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Knowledgeable

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1.	Where have you Newspape Google Other	er 🔲	d about WNY F Friend Used us Befo		? ("X" ALL THA Billboard Logo on Trud	*	Y)		
1				OVE	RALL				
2.	Considering ever with our most re			the com	pletion of the r	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	☐1 ☐2	3 4	5	□ 6 □ 7	8	<u> </u>	Dio.	Extremely Satisfied
3.	To what extent d	id this repair s	service meet yo	ur expect	tations?			\/	
	Fell Far Below Your Expectations	1 2	3 🔲 2	5	□6 □7	8	<u></u> 9	210	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How well did	WNY Plu	mbing compare	e with yo	our idea	13	
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5.	How likely or unl	likely are you	to use WNY Plu	mbing the	e next time you	need pl	umbing	service?	
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6.	How likely or unl	likely are you	to recommend	WNY Plun	nbing Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	3	5	□ 6 □ 7	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephone repr Very Poor	<u>esentative</u> on t	ne followi	ng:			Excellent /	
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12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	Not
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Exp	1 1
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) \(\subseteq \text{No (CONTINUE)} \)	
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.		remely isfied
	QUESTIONS ABOUT WNY PLUMBING CO.	Sileu
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness	
-	Comments: Excellent Service! Thank You!	
l I	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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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	□ 6	7	8	<u> </u>	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	our idea	l?	
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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	3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomr	mend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u> </u>	<u></u> 3	4	5	□ 6	□ 7	8	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the t	elephon	e repres	sentativ	e on the	followi	ng:					
		Very Po	oor			_	_		_	71	Excellent	
	Overall		2	□3	4	5	<u>6</u>	∐7	8	9	№ 10	
	Courteous	1	2	<u></u> 3	4	5	6	7	8	9	⊠ 10	

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	QUESTIONS ABOUT SCHEDULING
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	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	if no, was it because? ("X" ALL THAT APPLY) a part had to be ordered — Ordered on my own 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
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17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind 1 2 3 4 5 6 7 8 9 10 Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
-	Source definitely different than other plumbing
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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billbo			Y)	-	
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2.	Considering ever with our most re	ything f cent plu	rom you Imbing I	ur initial repair?	call to t	he 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 r	epair se	rvice m	eet you	r expect	ations?	•			,	
	Fell Far Below Your Expectations	1	2	3	4	5	□ 6	7	8	<u> </u>	<u> </u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	!?	
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5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□ 1	<u>2</u>	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	7	8	<u> </u>	10	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	□ 1	_2	Пз	<u> </u>	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	⊠10	Definitely Will Recommend
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	Courteous		\square_2	\square_3	<u></u> 4	5	6	7	8	9	10	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>□</u> 6		8	<u></u> 9	<u>⊠</u> 10	(OVER)

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	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)										
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	Comments:										
14											
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	Extremely Dissatisfied	<u> </u>	_2	3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	1 0	Extremely Satisfied
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	Fell Far Below Your Expectations	□ 1	2	3	4	<u></u> 5	□ 6	7	8	9	≥ 40	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	5	□6	7	8	9	≥ 10	Matches Your Ideal
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	Overall	1	\square_2	3	4	□5	□ 6	□ 7	□8	9	2 10	
	Courteous	1	2	3	4	5	<u></u> 6	7	8	<u></u> 9	<u></u> 10	
	Knowledgeable	1	2	3	4	5	6	7	8	9	☑10	(OVER)
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					AF PLAN	OVE	RALL					
2.	Considering ever with our most red	ything 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	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	<u> </u>	Extremely Satisfied
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	Definitely Will Not Use Next Time	<u> </u>	_2	3	4	<u></u> 5	□ 6	_7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	2	3	<u>4</u>	5	□ 6	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	-	<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall		\square_2	3	\Box_4	□ ₅	6	7	□ 8	9	10	
	Courteous	□.									10	
				<u></u>	□ 4							
	Knowledgeable	1	<u></u> 2	∐3	<u></u> 4	□ 5	∐6	∐7	<u></u> ∟8	∐9	W 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 Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11,	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment?							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home?							
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 Satisfied Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness \$\begin{array}{cccccccccccccccccccccccccccccccccccc							
	Comments:							
1	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							





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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** 6 🕅 7 **Extremely** 5 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** \mathbb{N}_7 Far Exceeded 6 4 5 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. Very Far From Matches $\square_6 \bowtie_7$ 3 | 4 | 5 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: **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 1	xcellent
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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 Very Poor Excellent 1 2 3 4 5 6 7 8 9 10	
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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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	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 provide	ed.







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Knowledgeable

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1.	Where have you Newspape Google Other	er [Friend Used us	Before		Billboa Logo d	ard on Truc	k		ypany di	Q all the
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4.	Imagine an idea	l repair serv	rice. How w	ell did W	/NY Plur	mbing c	ompare	with yo	ur idea	l?	
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5.	How likely or un	li <mark>kely are</mark> yo	ou to use WN	IY Pluml	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	2 3	4	5	□ 6	□ 7	8	<u></u> 9	10	Definitely Will Use Next Time
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	QUESTIONS ABOUT SCHEDULING
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13.	Please rate the <u>service technician</u> on the following:
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	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 \$\text{\$\}\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\exititt{\$\text{\$\exite
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.	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 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor Trustworthiness
	Comments: Edit my mailing allers to: 152 Slate Bottom Drive DEPEW, NY, 14043
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
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3.	To what extent di Fell Far Below Your Expectations	id this re	epair se	ervice m	eet you	r expect	ations?	□ 7	8	 ✓9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did V	VNY Plu	mbing o	compare	e with you	our idea	l? ☑10	Matches Your Ideal
5.	How likely or unl	ikely are	e you 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	ikely are	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
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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? Yes No							
R	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following: Very Poor Excellent							
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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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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!							
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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.							

Excellent

(OVER)



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dedic	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in you cated to providing quality service. In order to help us improve our quality of service to you, pleasuer this important survey.	
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper	
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2.	Considering everything from your initial call to the completion of the repair, how satisfied or diss with our most recent plumbing repair?	satisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?	Far Exceeded
	Your Expectations	Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From Your Ideal 1 2 3 4 5 6 7 8 9 10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8 9 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not	Definitely Will

Please rate the <u>telephone representative</u> on the following:

Very Poor

7.

Overall

Courteous

Knowledgeable

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	l 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 \(\subseteq \text{No} \)	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism	
	Knowledgeable	
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	5
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!	
-	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provides	Nod







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Courteous

Knowledgeable

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1.	Where have you s Newspaper Google Other		rd about V Friend Used us			("X" A Billboa Logo o	rd		()		
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12.	Were you contacted by phone to confirm the appointment? X Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following:									
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	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									
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	QUESTIONS ABOUT WNY PLUMBING CO.									
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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 Two days after I called The day after I called Three days after I called
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	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
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	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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	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc
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2	Thankyon for excellent service Mayanna
	If you would like us to call you, please fill in your telephone number: ()





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Overall

Courteous

Knowledgeable

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

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent							
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	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following:								
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness 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:								
92									
	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 than cated to providing ver this important	quality servi	ving WNY Plun ce In order to	nbing the o help us in	opportunit oprove ou	ty to se ir quali	ervice t ty of se	he plum rvice to	bing in yo you, please	ur home. We are e take a minute to
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3.	To what extent d	id this repair	service meet	our expec	tations?			•	1	
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12./	Were you contacted by phone to confirm the appointment? Yes No	
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13.	Please rate the service technician on the following:	
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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	
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17.	Please rate Western New York Plumbing on the following:	
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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.	3



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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. 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 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 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** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent**

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 50 Excellent
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	Professionalism
	Knowledgeable
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	Please check this box if you will also use an online rating service, Thank you!
- 4	T called for repair. Man fixed it great. But he spent more time trying to sell me new ones even gove quoks. I fyou would like us to call you, please fill in your telephone number: () wish he would have cleaned both THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided. Not water tanks. If hewanted to go above that would been the
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dedic	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in you cated to providing quality service. In order to help us improve our quality of service to you, pleas were this important survey.	
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper	
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4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?	
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5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?	
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6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Definitely Will Not	Definitely Will Recommend
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	QUESTIONS ABOUT SCHEDULING
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12.	Were you contacted by phone to confirm the appointment?
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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
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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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	QUESTIONS ABOUT SCHEDULING					
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12.	Were you contacted by phone to confirm the appointment?					
	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the service technician on the following: Very Poor Excellent					
	Professionalism					
	Knowledgeable					
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)					
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1					
	QUESTIONS ABOUT WNY PLUMBING CO.					
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent					
	Trustworthiness					
	Thankyou for your consistant, trustworthy service!					
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3.	To what extent d	id this repair se	rvice meet you	r expectati	ions?			
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12.	Were you contacted by phone to confirm the appointment?					
	QUESTIONS ABOUT THE REPAIR ITSELF					
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent					
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	Knowledgeable					
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)					
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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
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12.	Were you contacted by phone to confirm the appointment? Yes No
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13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
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	QUESTIONS ABOUT SCHEDULING	
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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 40	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 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	-					
	Comments: If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ed.					





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 6 4 5 **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 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 Poor 1	excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	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? No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Professionalism Very Poor Excellent Professionalism 1	
	Knowledgeable	Did No.
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
1 4b.	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 2 3 4 5 6 7 8 9 10	Extremely Satisfied
1	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
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 provide	ed.







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dedic		quality service	•	-					our home. We are e take a minute to
1.	Where have you Newspape Google Other	r 🔲 F	about WNY Pli riend sed us Befor		? ("X" ALL TI Billboard Logo on Tr		Y)		
				OVE	RALL				
2.	Considering ever with our most red			the com	pletion of the	repair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	5	□6 □7	7	9	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expec	tations?				
	Fell Far Below Your Expectations	□1 □2	3 4	5	\Box 6 \Box 7	7 8	9	≥10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	NNY Plu	mbing compa	are with yo	our idea	1?	
	Very Far From Your Ideal	□1 □2	□3 □4	5	□6 □7	7 🗌 8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the	e next time yo	u need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	5	□6 □7	7 🗌 8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plur	nbing Service	s to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	5	□6 □7	7 🗌 8	9	≥ 10	Definitely Will Recommend
7.	Please rate the te	elephone repre	sentative on the	e followi	na:				
		Very Poor			5			Excellent	
	Overall	$\square_1 \square_2$	$\square_3 \square_4$	\square_5	$\Box_6 \Box_7$, N	Па	X 10	

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

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5

6

(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					
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17.	Please rate Western New York Plumbing on the following:					
	Very Poor Excellent Trustworthiness 1 2 3 4 5 6 7 8 9 ★10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 ★10					
	Please check this box if you will also use an online rating service, Thank you!					
	Comments:					
35	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.					