

487 Erie Street Lancaster, NY 14086

RECEIVED APR 2 2 2019

uno	voi tino important	our vey.										
1.	Where have you Newspape Google Other		F	l about riend Jsed us			Billbo			Y)		
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were y with our most recent plumbing repair?									atisfied were you		
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	neet vou	r expect	tations?					
	Fell Far Below Your Expectations	1	2	3	4	5	<u>6</u>	7	8	<u> </u>	⊠10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did \	NNY Plu	mbina a	compare	with vo	nur idea	12	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5		7	8	9	⊠10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WI	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	9	⊠10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recomi	mend W	'NY Plum	nbing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	<u>8</u>	<u></u> 9	⊠10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall						\Box					
	Otoran		2	<u></u> 3	<u></u> 4	<u></u> 5	∐6	□ 7	∐8	<u></u> 9	≥10	
	Courteous	1	2	3	4	<u></u> 5	□6	7	8	9	∑ 10	
	Knowledgeable	1	2	3	<u></u> 4	<u></u> 5	□ 6	<u> </u>	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Can't remember — I needed it to be conserved for imp
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?
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 had to open certific the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other Arst Appt.
	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 Schedufed according
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable 70 my Schedule
10.	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:
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
	Comments: Love Mike - very knowledgeable and professional
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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Knowledgeable

dedi	would like to tha cated to providing wer this important	g quality service	ng WNY Plumbi e. In order to h	ing the op elp us imp	portunity to s prove our qua	service t lity of se	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pl riend Jsed us Before		("X" ALL THA Billboard .ogo on Truc		Y)		
				OVER	ALL				
2.	Considering eve with our most re	rything from yo ecent plumbing	ur initial call to repair?	the compl	etion of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u>1</u> 2	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent of Fell Far Below Your Expectations	did this repair se	ervice meet you	r expectat	tions?	8	<u></u> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	l repair service.	How well did \	WNY Plum	bing compare	with yo	our idea	l? 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the n	ext time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time		□3 □4	<u></u> 5 [□ 6 □ 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	'NY Plumb	ing Services t	to a frier	nd?		
	Definitely Will Not Recommend	<u>1</u> 2	<u>3</u> 4	<u></u> 5 [□6 □7	8	9	10	Definitely Will Recommend
7.	Please rate the <u>t</u>		sentative on the	following	:				
	Overall	Very Poor	<u></u>	<u></u>	□ 6 □ 7	<u>8</u>	9	Excellent 10	
	Courteous	□ 1 □ 2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	99	10	

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(OVER)

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12.	Were you contacted by phone to confirm the appointment?									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent									
	Professionalism									
	Knowledgeable									
		Did Not Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.										
16.		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 5 0 5 0 5 5 0 6 7 1 8 9 5 0 5 0 6 7 1 8 1 9 1 0 9 1 0 0 6 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0									
	Comments:									
-										
	If you would like us to call you, please fill in your telephone number: ()									



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1.	Where have you Newspape Google Other	r 🔲 F	l about WNY P riend Jsed us Befor	Bill	" ALL THA board o on Truc		Υ)	
				OVERAL				
2.	Considering ever with our most re	ything from yo cent plumbing	ur initial call to repair?	the completion	on of the r	epair, ho	w satisfied or dis	satisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9 10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	id this repair se	ervice meet you	ur expectatior	ns? 6	<u>8</u>	9 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did	WNY Plumbin	g compare	e with yo	our ideal?	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plur	nbing the nex	t time you	need plu	umbing 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 unli	ikely are you to	recommend V	VNY Plumbing	Services	to a frier	nd?	
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	□9 ×10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on th	e following:			Excellent	9
	Overall	□1 □2	□3 □4	<u></u>	3 7	8	⊠9 □10	
	Courteous	□1 □2	□3 □4	□5 □	6 🔲 7	□8 \	2 9 🗆 10	
	Knowledgeable	□1 □2	3 4	<u></u>	3 ☐ ₇	8	2 10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
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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 <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 Expl	1 1								
14a.	4a. 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.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order									
15b.										
16.		emely sfied								
	QUESTIONS ABOUT WNY PLUMBING CO.	Siled								
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:									
	If you would like us to call you, please fill in your telephone number: ()									



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Knowledgeable

aeai	would like to than cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the op elp us imp	oportunity to s prove our qua	service t lity of se	the plur ervice to	mbing in yo you, pleas	our home. We are be take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY Pla riend Jsed us Before		("X" ALL TH/ Billboard Logo on Truc		Y)		
				OVER	ALL				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the comp	letion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	12	□3 □4	<u></u> 5	□6 □7	8	9	10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	r expecta	tions?			/	
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	<u></u> 5	□6 □7	8	X 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	VNY Plum	bing compare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 2	<u>3</u> <u>4</u>	<u></u> 5	□6 □7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the r	next time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	<u></u> 5	□ 6 □ 7	8	<u></u> 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumb	ing Services	to a frier	nd?	F	
	Definitely Will Not Recommend	<u> </u>	3	<u></u> 5	□6 □7	8	9	10	Definitely Will Recommend
7.	Please rate the te		sentative on the	following	g:			1	
	0	Very Poor					_	Excellent	
	Overall		<u></u> 3 <u></u> 4	<u></u> 5 ∟	∐ 6 ∐ 7	∐8	<u></u> 9	110	
	Courteous	∐ 1 ∐ 2	□ 3 □ 4	□5 [□ 6 □ 7	8	9	10	

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(OVER)

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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 1 2 3 4 5 6 7 8 9 10									
	Did Not									
14a.										
140.	#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 How satisfied or dissatisfied were you with the time needed to complete the repair?									
16.	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:									
	Trustworthiness									
	Comments:									
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									



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dedi	would like to thar cated to providing wer this important	g quality	service	ng WNY e. In ord	Plumbi der to he	ng the delp us in	opportu nprove	nity to s our qua	service lity of se	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	l about ' riend Jsed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from yo ımbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	4	<u></u> 5	□6	<u> </u>	8	\(\sigma\) 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?	1				
	Fell Far Below Your Expectations	1	_2	3	4	5	<u></u> 6	7	8	2 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	<u></u> 3	4	5	<u></u> 6	7	8	× 9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	□3	4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recomi	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	<u> </u>	<u> </u>	\(\sime\) 10	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	∏ ₁	\square_2	\square_3	\square_{4}	\square_5	П6	\square_7	Пв	П 9	10	
	Courteous			\square_3				′ □				
	Knowlodgooble				□ 4	<u></u> □5	<u> </u> 6		∐8 □	∐9 □	10	
	Knowledgeable	<u></u> 1	<u>2</u>	∐3	∐4	<u></u> 5	<u></u> 6	∐7	<u></u> 8		× 10	(OVED)

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

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Billboard Newspaper 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** 15 la 4 16 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 4 5 6 3 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 4 5 6 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

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

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent								
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following:									
	Very Poor Excellent Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ▼ 10									
	Knowledgeable12345678910	Did Not								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain								
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									
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15b.	The state of the s									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely								
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied								
17.	Please rate Western New York Plumbing on the following:									
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1.	Where have you Newspape Google Other		F	about \ riend lsed us			Billboa			.Y)		
			HILL			OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from you umbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	5	<u>6</u>	7	8	<u> </u>	\(\sqrt{10}\)	Far Exceeded Your Expectations
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	Very Far From Your Ideal	1	2	3	4	<u></u> 5	□6	7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	Пз	<u></u> 4	<u></u> 5	☐6	□ 7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the te	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall		.o. □2	\square_3	\square_{Λ}	П ₅	П6	\square_{\neg}	\Box	\Box	X10	
					□ 4				∐8 □	<u></u> 9		
	Courteous	<u> </u> 1	<u>2</u>	<u></u> 3	<u> </u> 4	<u></u> 5	<u></u> 6	∐7	8	<u></u> 9	1 0	
	Knowledgeable	1	2	□3	4	<u></u> 5	□6	7	8	9	× 10	(OVED)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Longer than three days after I called Three days after I called							
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 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.	4a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.	Jatisned						
17.	Please rate Western New York Plumbing on the following:							
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
-								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.						



487 Erie Street Lancaster, NY 14086

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1.	Where have you Newspape Google Other		Fri	end	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re	ything froi cent plum	m your bing re	initial pair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 [_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	№10	Extremely Satisfied
3.	To what extent d	id this rep	air ser	vice m	eet youi	expect	ations?					
	Fell Far Below Your Expectations	_1 [_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	☑10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	vice. ł	How wo	ell did V	VNY Plui	mbing c	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	1 1	2	3	4	5	<u></u> 6	7	8	9	× 10	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to ι	ise WN	IY Plum	bing the	next ti	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1 [_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	ou to r	ecomn	nend W	NY Plum	ibing Se	ervices 1	o a frier	nd?		
	Definitely Will Not Recommend	_1 [_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	9	⊠10	Definitely Will Recommend
7.	Please rate the to	elephone r Very Poor		entative	e on the	followin	ng:				Excellent	
	Overall	П1 Г	72 [\exists_3	\prod_4	\square_5	\Box_6	7	□8	П 9	№ 10	
	Courteous		$\begin{bmatrix} 2 \end{bmatrix}_2$	3	\square 4	<u></u> 5	<u></u> 6		<u></u> 8	<u></u>		
	Knowledgeable	1]2 [3	4	<u></u> 5	□6		8	9		(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. 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	Did Not						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.	Julionou						
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc							
	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 provi	ded.						



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MAY 2 9 2019

1.	Where have you Newspape Google Other	er 🔀 F	d about WNY F Friend Jsed us Befo		Billboa			Y)		
				OVE	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	o the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	3 2	1 5	□6	7	8	9	X 10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet yo	our expect	tations?					
	Fell Far Below Your Expectations	12	3 2	1 5	<u>6</u>	7	8	9	× 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	How well did	l WNY Plu	mbing o	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 2	3 2	1 5	□6	□ 7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plu	mbing the	e next ti	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 2	1	□ 6	7	8	9	☑10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend	WNY Plun	nbing S	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	_1 _2	<u>3</u>	5	☐ ₆	_7	8	<u> </u>	☑10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	<u>sentative</u> on tl	ne followi	ng:				Freedlant	
	Overall	Very Poor							Excellent	
				<u></u> 5	<u></u> □6	<u></u> □7	∐8 —	<u> </u> 9	X 10	
	Courteous	<u></u> 1 <u></u> 2	<u></u> 3 <u></u> 4	5	<u></u> 6	<u></u>	8	9	X 10	
	Knowledgeable	12	3 4	<u></u> 5	<u></u> 6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1
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. 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
	Evalenation of Renair
4.4	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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 2 3 4 5 6 7 8 9 210 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
	Comments:
-	
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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487 Erie Street Lancaster, NY 14086

MAY 2 9 2019

dedi	would like to thar cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the opport elp us improve	unity to s our qua	service t lity of se	he plur rvice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY PI riend Ised us Before	Billb			Y)		
				OVERALI					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completio	n of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	<u></u>	§ □7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	ır expectations	?				
	Fell Far Below Your Expectations	□1 □2	□3 □4	□5 □6	S7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare	e with yo	ur idea	l?	
	Very Far From Your Ideal	12	<u>3</u> <u>4</u>	<u></u>	5	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u>	S7	8	<u> </u>	X 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	/NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	□5 □6	2	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the <u>t</u>		sentative on the	e following:				ForeNew	
	Overall	Very Poor						Excellent	
			<u>3</u> <u>4</u>		<u></u> □7	<u> </u> 8	<u> </u> 9	10	
	Courteous	<u></u> 1 <u></u> 2	<u>3</u> 4	□ 5 □ 6	7	8	9	× 10	
	Knowledgeable	□1 □2	□ 3 □ 4	□5 □6	7	8	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10	xcellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. 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							
	Evaluation of Denair	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							
	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.								
16.		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:							
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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 provide	d.						



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1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re-	ything t cent plu	from you umbing i	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	1 0	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	_2	3	4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
1.	lmagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing c	ompare	with yo	our idea	1?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u>6</u>	7	8	<u></u> 9	10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	next tii	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 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 Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	□1	<u>2</u>	□3	4	<u></u>	6	7	П ₈	П9	×10	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u>□</u> 6		8	9	10	
	Knowledgeable	1	_2	3	4	<u></u> 5	□6	□ 7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b,	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable								
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 Frustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!								
(OMMENTS: MIKE DID A GREAT JOS!	Period							
-	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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487 Erie Street Lancaster, NY 14086

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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) Friend Billboard Newspaper Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely 8 **Extremely** 4 5 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 2 4 5 3 J6 | l8 l Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 15 6 Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous Knowledgeable

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	· I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes \(\sigma\) 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 \$\infty\$10	
	Knowledgeable	Did Not
	Explanation of Repair	Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
140.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
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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 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: Mike is always Excellent!	
	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 provice	led.



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487 Erie Street Lancaster, NY 14086

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MAY 6 2019

dedi	would like to thar cated to providing ver this important	j quality	service	ng WNY e. In ord	Plumbi	ng the d elp us in	pportu prove	nity to s our qua	service lity of se	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	l about \ riend Jsed us			? ("X" / Billboa Logo (ard		Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from yo ımbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	1 0	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations		_2	3	4	<u></u> 5	□6	7	□8	<u> </u>	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	_2	3	4	<u></u> 5	□6	7	8	9	1 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	☐ ₆	□ 7	8	9	1 0	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall		∏ ₂	\square_3	\square_{A}	\square_5	П6	П 7	Пв	Mo		
	Courteous				□□ ⁴			□ /				
		<u> </u> 1	<u></u> □2	<u></u> □3	<u> </u> 4	<u></u> 5	<u> </u> 6	∐7 —	<u></u> ■8	M 9	∐10 —	
	Knowledgeable	∐1	2	<u></u> 3	<u>4</u>	5	6	<u></u> 7	8	X_9	□ 10	(OVED)

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



487 Erie Street Lancaster, NY 14086

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MAY 6 2019

1.	Where have you Newspaper Google Other	r 🔲 Fi	about WNY Pl riend sed us Before	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most red			the completion	of the repa	air, how satis	fied or diss	atisfied were you
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6.	How likely or unli	ikely are you to	recommend V	/NY Plumbing S	Services to	a friend?		
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1.	Where have you	seen or heard	about WNY P	lumbing? (")	" ALL TH	AT APPL	.Y)		
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	Please check this box if you will also use an online rating service, Thank you!						
-	Comments: MIKE + BRAD ARE EXCELLENT PLUMBERS, I USUALLY REQUEST TO	4611					
	If you would like us to call you, please fill in your telephone number: (



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Knowledgeable

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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** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 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 Courteous

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	Please check this box if you will also use an online rating service, Thank you!						
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1.	Where have you Newspape Google Other	er	Friend Used us	Before		Billbo			Y)		
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2.	Considering ever with our most re	rything from cent plumb	n your initia ing repair?	call to t	he com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
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	QUESTIONS ABOUT SCHEDULING
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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
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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
14a.	Did we complete the repair on our first trip to your home? X 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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15b.	If a part had to be ordered, did we keep you informed about status? Yes No We Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?
16.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
	Comments: Where coas solver Ar Alassona Coas Alected 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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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are

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	Please check this box if you will also use an online rating service, Thank you!									
-	They were courteous and very easy to deal with have already called them back for more work!!!									
	you would like us to call you, please fill in your telephone number: ()									



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487 Erie Street Lancaster, NY 14086

alisi	wer uns important	Survey.										
1.	Where have you Newspape Google Other		F	about ' riend Ised us			Billboa			Υ)		
						OVE	RALL					
2.	Considering ever with our most re	ything 1 cent plu	from you umbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	<u></u> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet vou	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	5	<u>6</u>	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	WNY Plui	mbina d	compare	e with vo	our idea	12	
	Very Far From Your Ideal	<u> </u>	_2	<u></u> 3	<u>4</u>	<u></u> 5	<u></u>	7	8	9	<u> </u>	Matches Your Ideal
<u>5</u> .	How likely or unl	ikely ar	e you to	use WN	iY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	<u>×</u> 10	Definitely Will Use Next Time
ô.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plum	nbing Se	ervices [·]	to a frier	nd?		
	Definitely Will Not Recommend	_1	_2	<u></u> 3	<u></u> 4	<u></u> 5	☐ ₆	□ 7	<u>8</u>	<u></u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followin	ng:				Excellent	
	Overall	□1	2	<u></u> 3	<u></u> 4	<u></u>	□ 6	□ 7	□ ₈	П 9		
	Courteous	1	2	3	4	<u></u> 5	□ 6	7	8	9	10	
	Knowledgeable	1	2	3	4	<u></u> 5	□6	7	8	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied	•							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	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: ()								

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(OVER)

487 Erie Street Lancaster, NY 14086

RECEIVED

JUN 1 3 2019

dedi	would like to that cated to providing wer this important	g quality servic	ng WNY Plumb e. In order to h	oing the op nelp us imp	oportunity to prove our qua	service tallity of se	the plui ervice to	nbing in yo you, pleas	our home. We are be take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	l about WNY P riend Jsed us Befor		("X" ALL TH Billboard Logo on Trud		Y)		
				OVER	ALL				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the comp	letion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u>3</u> 4	<u></u> 5	□6 □7	8	9	<u>×</u> 10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet yo	ur expecta	tions?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	□6 □7	8	9	<u>></u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plum	bing compar	e with yo	ur idea	l?	
	Very Far From Your Ideal	12	<u>3</u> 4	<u></u> 5	□6 □7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plun	nbing the r	next time you	need plo	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u></u>	<u></u> 5	□6 □7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend V	VNY Plumb	ing Services	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	6 🗆 7	8	9	☑10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on th	e following	d:				
	_	Very Poor			9.			Excellent	
	Overall	□ 1 □ 2	☐ 3 ☐ 4	□5 [□ 6 □ 7	8	<u> </u>	1 0	
	Courteous	□1 □2	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	9	<u>£</u> 10	
	Knowledgeable	□1 □2	☐ 3 ☐ 4	<u></u> 5	□ 6 □ 7	8	<u> </u>	1 0	(OVED)

	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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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	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)								
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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15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness 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: Mike was great. Very Professional.								
	If you would like us to call you, please fill in your telephone number: ()	ded.							



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED JUN 12 2019

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 Billboard Google Jsed 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** 4 5 **Extremely** 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** 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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend Please rate the telephone representative on the following: 7. **Very Poor Excellent** Overall Courteous 9

8. (Overall beauty and you get up on achoduling this repair convice at your convenience?								
V	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10	Excellent							
9. \ [What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	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								
P	Professionalism								
k	Knowledgeable	Did Not -							
E	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)								
	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?								
1	Extremely Dissatisfied	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
	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 Please check this box if you will also use an online rating service, Thank you!								
-	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi								



487 Erie Street Lancaster, NY 14086

RECEIVED

JUN 1.2 2019

1.	Where have you Newspape Google Other	er 🔲 F	d about WNY P Friend Jsed us Befor	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re	ything from yo cent plumbing	ur initial call to repair?	the completion	of the repa	ir, how satis	fied or diss	atisfied were you
	Extremely Dissatisfied	12	<u></u>	<u></u> 5 <u>6</u>	7	8 🔲 9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair so	ervice meet you	ur expectations			10	Far Exceeded
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did				*	Your Expectations Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plun	nbina the next 1	ime vou nee	ed plumbina	service?	
	Definitely Will Not Use Next Time	<u>1</u> <u>2</u>	<u>3</u> 4		7	8 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plumbing S	Services to a	friend?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	<u></u>		8 🗌 9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on th	e following:			Excellent	
	Overall	□1 □2	□3 □4	□5 □6]8 🔀 9	<u> </u>	
	Courteous	□1 □2	□3 □4	□5 □6]8	2 10	
	Knowledgeable	1 2	<u>3</u> 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							
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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)							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 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 Excellent							
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
-								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



487 Erie Street Lancaster, NY 14086

RECEIVED

JUN 5 2019

1.	Where have you Newspape Google Other		Fr	riend	WNY Plu Before		Billboa	ard		Y)		
						OVE	RALL					
2.	Considering ever with our most re	ything fr cent plu	rom you mbing r	ır initial epair?	call to t	he com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this re	epair se	rvice m	eet your	expect	ations?	7	<u>8</u>	9	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair s	ervice.	How w	ell did W	/NY Plui	mbing c	ompare	with yo	our idea	12 10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Pluml	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	8	☐9 <i>_</i>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to	recomr	mend WI	NY Plum	bing Se	rvices	to a frier	nd?	`	
	Definitely Will Not Recommend	1	<u></u> 2	3	<u> </u>	<u></u> 5	<u></u> 6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		entative	e on the	followir	ng:				Excellent	
	Overall	1	<u></u>	<u></u> 3	4	<u></u> 5	□ 6	□ 7	□8	<u>9</u>	10	
	Courteous	1	2	<u></u> 3	<u></u> 4	<u></u> 5	□ 6	7	□8	<u> </u>	10	
	Knowledgeable	1	<u> </u>	3	<u></u> 4	<u></u> 5	□ 6	7	8	9	10	(OVER)

	OUTCTIONS ADOUT COULDING
0	QUESTIONS ABOUT SCHEDULING Overall, how would you rate up on scheduling this repair carving at your convenience?
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
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12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
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:
-	
	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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487 Erie Street Lancaster, NY 14086 JUN 5 2019

dedi	would like to thai icated to providing wer this important	g quality service	ng WNY Plumb e. In order to h	ing the opportuelle as improve	inity to service our quality	vice the plun of service to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	d about WNY Pl Friend Jsed us Before	Billbo		APPLY)		
				OVERALL				
2.	Considering ever with our most re	rything from yo ecent plumbing	ur initial call to repair?	the completion	of the repa	air, how satist	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	□5 □6	7	8 🔲 9	⊠ 10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet you	ır expectations'	?			
	Fell Far Below Your Expectations	12	<u>3</u> <u>4</u>	□5 □6	<u> </u>	8 🔲 9	区10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service.	How well did	WNY Plumbing	compare w	ith your ideal	?	
	Very Far From Your Ideal	1 2	☐ 3 ☐ 4	□5 □6	7	8	1 0	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next t	ime you ne	ed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	□5 □6	□7 [89	1 0	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?							
	Definitely Will Not Recommend	<u> </u>	<u></u>	<u></u>	7	8 🔲 9	X 10	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on the	e following:			F	
	Overall	very Poor					Excellent	
			<u></u> 3 <u></u> 4	□5 □6 □		8 9	区10	
	Courteous	□ 1 □ 2	<u></u> 3 <u></u> 4	<u></u>	∐7 L	8 9	× 10	
	Knowledgeable	□ 1 □ 2	☐ 3 ☐ 4	□5 □6	□7	8 🔲 9	X 10	(OVED)

	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 9 710 Excellent							
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	Knowledgeable							
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
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	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent							
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
-	Comments: MIKE IS AN EXCELLENT Tech AND RepreseNTATIVE OF YOUR COMPANY							
	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

(OVER)

487 Erie Street Lancaster, NY 14086 JUN 3 2019

dedi	would like to than cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the oppor elp us improv	tunity to e our qua	service llity of se	the plui ervice to	mbing in yo you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pl riend sed us Before	Billb	" ALL THA coard o on Truc		.Y)		
				OVERAL	-				
2.	Considering ever with our most re	rything from you ecent plumbing	ur initial call to repair?	the completion	n of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	□3 □4	<u></u> 5	6 7	□8	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	lid this repair se	rvice meet you	ır expectation	s?				
	Fell Far Below Your Expectations	1 2	<u>3</u> <u>4</u>	<u></u> 5	6 🔲 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service.	How well did \	WNY Plumbin	g compar	e with yo	our idea	l?	
	Very Far From Your Ideal	12	3 4	<u></u> 5	6 🔲 7	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐ 3 ☐ 4	<u></u>	6 🔲 7	<u> </u>	<u> </u>	1 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	/NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	3 4	<u></u>	6 🗌 7	8	<u> </u>	\(\) 10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:				Excellent	
	Overall	$\Box_1 \Box_2$	\square_3 \square_4	\square_5 \square_6	7	П8	П9	10	
	Courteous		\square_3 \square_4						
	Knowledgeable					∐8 □	<u> </u> 9		
	17110WIEUGEADIE	∐ 1 ∐ 2	<u></u> □3 □4	<u>5</u> 6	5 ∐7	∐ 8	<u></u> 9	<u> </u>	(OVED)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	· I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. 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	Did Not							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 X 10	Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
	Comments:	n engan sa							
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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.								



8

(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable



We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. 1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 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 16 8 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 4 5 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 13 4 5 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 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						
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 <u>service technician</u> on the following: Very Poor Excellent						
	Professionalism						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	Did we complete the repair on our first trip to your home?						
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15b.	If a part had to be ordered, did we keep you informed about status?						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent						
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!						
-	Comments: OCR SERT JOB DONE IN A TIMELY FASHORY OCR SERVICE TEACH HAS BEEN HARE BEFORE AND BAWAYE If you would like us to call you, please fill in your telephone number: (



487 Erie Street Lancaster, NY 14086

RECEIVED

JUL 1 6 2019

1.	Where have you Newspape Google Other		F	riend	WNY Plu Before		Billboa			Y)		
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2.	Considering ever with our most re	ything 1 cent plu	from you umbing	ur initial repair?	call to t	the com	pletion	of the r	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	<u></u> 5	<u></u> 6	7	8	9	2 90	Far Exceeded Your Expectations
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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							
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	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?							
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:							
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



487 Erie Street Lancaster, NY 14086

Overall

Courteous

Knowledgeable

RECEIVED JUL 0 8 2019

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** 15 16 8 **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 6 **Your Expectations Your Expectations** 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** 3 14 5 16 Your Ideal Your Idea! 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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not** 14 5 **Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent**

X|8

(OVER)

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

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1							
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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:							
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		1						
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15b. 16.	If a part had to be ordered, did we keep you informed about status?							
10.	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:							
	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: Mile is great and we enjoy working with him	-						
	If you would like us to call you, please fill in your telephone number: ()							



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED JUL 3 1 2019

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 15 3 4 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From** Matches 3 14 15 16 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous

	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							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable 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 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: Mike, who has come out to the house on several occusions to preform Services and repairs, is always Knowledgeable and professional, 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.							



487 Erie Street Lancaster, NY 14086

Knowledgeable

RECEIVED
JUL 2 9 2019

(OVER)

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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 4 **Extremely** 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 4 5 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 4 15 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** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall Courteous 10

	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							
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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 <u>service technician</u> on the following: Very Poor Excellent							
	Professionalism 1 2 3 4 5 6 7 8 9 10							
	Knowledgeable	Did Not						
	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:							
	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 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments:	144						
	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	ded.						



RECEIVED

487 Erie Street Lancaster, NY 14086

1.	Where have you	seen or heard	about WNY PI	umbing? ("	X" ALL THA	NT APPL	Y)		
	Newspape	r	riend	Bil	lboard				
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2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the comple	tion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u> 5	□ 6 □ 7	8	9	X 10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	ır expectatio	ons?				
	Fell Far Below Your Expectations	□1 □2	<u>3</u> 4	<u></u> 5	□ 6 □ 7	8	9	X 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumb	ing compare	e with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> 4	<u></u> 5	□ 6 □ 7	8	9	1 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plun	nbing the ne	ext time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	□ 6 □ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plumbii	ng Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	□ 6 □ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on th	e following:					
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	Overall	□1 □2	☐ 3 ☐ 4	5] 6 □ 7	□8	9	1 0	
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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	lent						
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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 No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:							
	Very Poor Excellent							
	Professionalism							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explanation	1 1						
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO 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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15b.								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 210 Satisfied	emely fied						
	QUESTIONS ABOUT WNY PLUMBING CO.	MARKET H						
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: MIKE DID LON ERCEPLENT JOB! 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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RECEIVED

AUG 1.2 2019

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

487 Erie Street Lancaster, NY 14086

Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 2 3 4 5 6 8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 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	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 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								
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	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain							
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
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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: MIKE IS THE DEST!								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provi	ded.							



(OVER)

487 Erie Street Lancaster, NY 14086

RECEIVED AUG 1 9 7019

aeai	would like to that cated to providing wer this important	g quanty	/ service	ng WNY e. In ord	Plumbi der to h	ng the o	opportu nprove	nity to s our qua	service lity of s	the plu ervice t	mbing in yoo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	l about riend Jsed us			Billbo			LY)		
						OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from yo umbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	½ 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	ervice m	eet you	r expect	tations?)				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	□6	□ 7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing (compare	e with yo	our idea	ıl?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recomr	nend W	NY Plum	nbing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u>4</u>	<u></u> 5	□6	<u> </u>	□ 8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	sentativ	e on the	followin	าต:					
		Very Po					3				Excellent	
	Overall	1	2	3	4	<u></u> 5	6	7	8	<u> </u>	1 0	
	Courteous	1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	8	9	½ 10	
	Knowledgeable	<u> </u>	_2	<u></u> 3	<u></u> 4	□ 5	□6	<u> </u>	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 210 Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Longer than three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 \$\overline{9}\$ 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	if no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable Yes No Not applicable								
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	Comments: Most impressed = Mike - Booder Purp install and Brad P. Vert pipe extensions If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



487 Erie Street Lancaster, NY 14086

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1.	Where have you Newspaper Google Other		Fi	riend	WNY Plu Before		Billboa			Y)			
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2.	Considering every with our most red	ything 1 cent plu	from you umbing r	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you	
	Extremely Dissatisfied	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied	
3.	To what extent di	d this r	epair se	rvice m	eet you	r expect	ations?						
	Fell Far Below Your Expectations	1	_2	3	<u>4</u>	5	<u></u> 6	7	8	<u>9</u>	10	Far Exceeded Your Expectations)
4.	lmagine an ideal	repair	service.	How w	ell did V	VNY Plui	mbing o	ompare	with yo	ur idea	l?		
	Very Far From Your Ideal	1	_2	3	4	<u></u> 5	<u></u> 6	7	8	9	10	Matches Your Ideal	
ō.	How likely or unli	kely ar	e you to	use WN	NY Plum	bing the	next tii	me you	need pli	umbing	service?		
	Definitely Will Not Use Next Time	1	<u>2</u>	Пз	4	<u></u> 5	<u>6</u>	<u> </u>	8	9	10	Definitely Will Use Next Time	
6.	How likely or unli	kely ar	e you to	recomr	mend W	NY Plum	bing Se	ervices	to a frier	nd?			
	Definitely Will Not Recommend	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	10	Definitely Will Recommend	
7.	Please rate the te	elephor	e repres	sentativ	e on the	followir	าต:						
		Very P			_						Excellent		
	Overall		2	3	4	5	□6	7	8	9	1 0		
	Courteous	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	□8	<u> </u>	10		
	Knowledgeable	1	<u>2</u>	<u></u> 3	<u>4</u>	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	10	(OVER)	

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1							
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Longer than three days after I called							
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following: Very Poor Excellent							
	Professionalism							
	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?							
14b.	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 NEEDED Profes Speed From one were Range							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.	If a part had to be ordered, did we keep you informed about status?							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1							
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following: Very Poor 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!							
-	RECOMMEND MIKE AUD WWY PLYMBING.							
	If you would like us to call you, please fill in your telephone number: ()							



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487 Erie Street Lancaster, NY 14086

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dedi	would like to thar cated to providing ver this important	g quality	service	ng WNY e. In ord	Plumbi der to h	ing the o	opportu nprove	nity to s our qua	service lity of s	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	1	F	d about ' Friend Jsed us			Billbo			_Y)		
		1				OVE	RALL					
2.	Considering ever with our most re	rything f cent plu	from yo ımbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	<u></u>	<u></u> 3	<u></u> 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 expec	tations?	7	<u></u> 8	<u> </u>	10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair s	service.	How w	vell did V	WNY Plu	mbing o	compare	e with ye	our idea]? 	Matches Your Ideal
5.	How likely or unl	ikely are	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time		<u>2</u>	3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	e you to	recomr	mend W	'NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u>_</u> 1	<u>2</u>	Пз	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	9	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall		<u></u>	П з	\Box_4	\square_5	П6	□ 7	8	П9		
	Courteous	1	2	□3	<u></u> 4	☐ ₅	☐ ₆	<u></u>		<u></u> 9	10	
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	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent							
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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 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							
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b. 16.	If a part had to be ordered, did we keep you informed about status? L Yes Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?							
10.	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 Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!							
	Comments:							
-								
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.							



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487 Erie Street Lancaster, NY 14086

1.	Where have you	seen c	r heard	about \	WNY Plu	ımbing?	? ("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	r	ΠF	riend			Billboa	ard		-		
	Google				Before	ī		on Truc	:k			
	Other	_		000 00	20.0.0		Logo	J				
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2.	Considering ever with our most red	ything i cent pli	from you umbing i	ur initial repair?	call to 1	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	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> </u>	7	8	9	10	Far Exceeded Your Expectations
1.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l? _	
	Very Far From Your Ideal	1	_2	3	4	<u></u> 5	☐ ₆	7	8	9	10	Matches Your Ideal
5.	How likely or unli	ikely ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	_2	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	1	2	3	<u></u> 4	<u></u> 5	□6	□ 7	8	9	10	Definitely Will Recommend
7.	Please rate the te	elephor	ne repres	sentativ	e on the	followi	ng:					
		Very Po		: 0 :			Ü				Excellent	
	Overall	1	2	3	4	<u></u> 5	<u></u> 6	7	8	9	10	
	Courteous	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	10	
	Knowledgeable	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor	
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called	
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following: 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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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	
	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: EXCELLENT WELL DOHE	
-	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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1.	Where have you	seen or h	neard about	WNY Plur	nbing? ("	X" ALL TH	AT APPL	Y)		
	Newspape	r [Friend		□ Bil	lboard				
	Google	Ī	Used us	Before		go on Tru	ck			
	Other					9				
					OVERA	LL	infile.			
2.	Considering ever with our most re	ything fror cent plumb	m your initial bing repair?	call to th	e comple	tion of the	repair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2 3	<u></u> 4	<u></u> 5 [□ 6 □ 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repa	air service m	eet your	expectation	ns?				
	Fell Far Below Your Expectations	<u> </u>	2 3	4	<u></u> 5] 6 □ 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	vice. How w	ell did W	NY Plumbi	ng compa	re with yo	our idea	l? _	
	Very Far From Your Ideal	1	2	4	<u></u> 5	□ 6 □ 7	8	9	√10	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to use Wi	NY Plumb	ing the ne	xt time you	ı need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2 3	<u>4</u>	<u></u> 5 [6 🗆 7	□8	<u> </u>	<u>10</u>	Definitely Will Use Next Time
ô.	How likely or unl	ikely are y	ou to recomi	mend WN	Y Plumbir	g Services	to a frie	nd?	,	
	Definitely Will Not Recommend	<u> </u>	2 3	<u>4</u>	<u></u> 5 [□ 6 □ 7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor		e on the 1	following:				Excellent	
	Overall	_1 _	<u>]</u> 2 <u>]</u> 3	<u></u> 4	<u></u>	6 🔲 7	<u> </u>	<u> </u>		
	Courteous		2 3	4	<u></u> 5 []6 🔲 7	□8	9	1,0	
	Knowledgeable	_1 _	2 3	<u></u> 4	<u></u>	6 7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism 1 2 3 4 5 6 7 8 9 10						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain						
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
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15b.	If a part had to be ordered, did we keep you informed about status?						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent						
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10						
	Please check this box if you will also use an online rating service, Thank you!						
	Comments:						
-							
	f you would like us to call you, please fill in your telephone number: ()						



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487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other OVERĀLL 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? **Extremely Extremely Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 13 4 15 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 3 4 15 16 8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall

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

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent	
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called	
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Professionalism Very Poor 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.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied	ı
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
-		
	If you would like us to call you, please fill in your telephone number: ()	



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AUG 1 4 2019

487 Erie Street Lancaster, NY 14086

1.	Where have you	seen or heard	about WNY P	lumbing?	("X" ALL	THAT APPL	.Y)		
	Newspaper	r 🔲 F	riend		Billboard				
	Google	□ U	lsed us Befor	е 🔲 і	Logo on T	ruck			
	Other								
				OVER	ALL				
2.	Considering ever with our most red			the comp	oletion of th	ne repair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u>1</u> <u>2</u>	<u>3</u> 4	<u></u> 5	□6 □	7 🗌 8	9	X 10	Extremely Satisfied
3.	To what extent di	id this repair se	ervice meet yo	ur expecta	ations?				
	Fell Far Below Your Expectations	□1 □2 □7		<u></u>	☐6 <u></u>	7 \[8	9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plun	nbing com	pare with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	<u></u>	<u></u> 5	<u>6</u>	7 🗌 8	9	10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plur	nbing the	next time	you need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>3</u> 4	<u></u> 5	□6	7 🗌 8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend V	VNY Plum	bing Servic	ces to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	□6	7 🗌 8	X 9	<u> </u>	Definitely Will Recommend
_	51				oppor	fanity to	doso	77	
7.	Please rate the te	elephone repre: Very Poor	<u>sentative</u> on th	e followin	ıg:	1		Excellent	
	Overall		\square_3 \square_4	\square_5	ПеГ	l7	П 9		
						1 -			
	Courteous	∐1 ∐2	<u></u> □3 □4	<u></u> 5	∐6 L	J7 ∐8	∐9	∐10	
	Knowledgeable	<u> </u>	<u>3</u> 4	<u></u> 5	□6	7 🗌 8	9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 1 2 3 4 5 6 7 8 9 10 Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment?
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 1 2 3 14 5 6 7 8 9 10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Please rate Skenge my pensman ship
	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: Your Number was patient, persistent to solving our problems and very safessature informative. We will call again re: present replacement If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



(OVER)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

RECEIVED AUG 1.2 2019

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded 12 3]5 4 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 15 3 4 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will** 2 5 **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 Overall

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Longer than three days after	I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10	
	Explanation of Repair 1 1 2 3 1 5 6 7 8 9 ₹10	Did Not
		Explain
14a. 14b.	•	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?	
,0.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	outsiled in the second
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	
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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 provide	ed.



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AUG 0'9 2019

487 Erie Street Lancaster, NY 14086

Knowledgeable

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely 2 13 5 **Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 15 16 4 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? Very Far From **Matches** Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will** 15 **Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not** 2 **Definitely Will** 3 4 15 Recommend Recommend Please rate the <u>telephone representative</u> on the following: 7. **Very Poor Excellent** Overall Courteous

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

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very 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	r 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	
		Did Not
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Explain L
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.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	Salisiitu
17.	Please rate Western New York Plumbing on the following:	
	Very Poor Trustworthiness \$\begin{array}{cccccccccccccccccccccccccccccccccccc	
	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 provice	 ded.



487 Erie Street Lancaster, NY 14086

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AUG 2 2 2019

1.	Where have you	seen or heard	l about WNY Pl	umbing? ("X" .	ALL THAT	T APPL'	Y)		
	Newspape	r 🛛 F	riend	Billbo	ard		•		
	Google		lsed us Befor	=	on Truck	(
		ughba hood	2	c	OII II der	`			
	Other We	AGINDA FIGURA	C APP						
7				OVERALL					
2.	Considering ever with our most re	ything from you cent plumbing	ur initial call to repair?	the completion	of the rep	pair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	ur expectations?	?				
	Fell Far Below Your Expectations	1 2	3 4	<u></u>	7	8	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 2	□3 □4	□5 □6	7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plun	nbing the next t	ime you r	need plu	ımbing	service?	
	Definitely Will Not								Definitely Will
	Use Next Time	□1 □2	<u></u> 3 <u></u> 4	□ 5 □ 6	∐7	∐8	<u></u> 9	X 10	Use Next Time
6.	How likely or unl	ikely are you to	recommend V	VNY Plumbing S	ervices to	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u>	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on th	e following:					
	_	Very Poor		e remerring.				Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □6	7	<u> </u>	9	2 10	
	Courteous	\square 1 \square 2	□ 3 □ 4	□5 □6	7	8	9	1 0	
	Knowledgeable	$\prod_1 \prod_2$	\square_3 \square_4	$\square_5 \square_6$	\square_7	П8	П9	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						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time Were you contacted by phone to confirm the appointment? Yes No - NA Scheduled right way						
12.	Were you contacted by phone to confirm the appointment? Yes No - Scheduled right way						
	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? Yes (SKIP TO Q.16) No (CONTINUE)						
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.						
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!						
-	Service was immediately available. The Service Technician was EXCELLENT!! 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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AUG 1.2 2019

487 Erie Street Lancaster, NY 14086

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

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

	Newspape Google Other	r _	Friend Used us	Before		Billboa		k	•,		
					OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?										
	Extremely Dissatisfied	_1 _	2 3	<u>4</u>	<u></u> 5	□6	7	8	X 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repai	ir service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	_1 _	2 3	4	<u>5</u>	□6	7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ice. How w	ell did W	/NY Plui	mbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	_1 _	2 3	<u></u> 4	<u></u> 5	<u></u> 6	7	× 8	<u> </u>	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are yo	u to use WN	IY Plumb	oing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2	<u></u> 4	<u></u> 5	□ 6	7	8	<u>9</u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	u to recomr	mend WN	NY Plum	nbing Se	ervices t	to a frier	nd?		
	Definitely Will Not Recommend	_1 _]2	<u></u> 4	<u></u> 5	☐ ₆	7	X 8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor	presentativ	e on the	followi	ng:				Excellent	
	Overall	\Box_1	2	\Box_4	5	2 6	\square_7	Па	П 9	□ ₁₀	
	Courteous		2 3	4	□5	\Box 6	7	8	9	☐10	
	Knowledgeable	_1 _	2 3	<u>4</u>	<u></u> 5	□6	<u> </u>	8	9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. 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						
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 questionnaire in the postage-paid envelope provided.						



(OVER)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable

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AUG 5 2019

dedi		nk you for giving WNY Plumbing the opportunity to service the plumbing in yog quality service. In order to help us improve our quality of service to you, please survey.						
1.	Where have you Newspape Google Other	u seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) er						
		OVERALL						
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?							
	Extremely Dissatisfied	□1 □2 □3 □4 □5 □6 □7 □8 ☑9 □10	Extremely Satisfied					
3.		did this repair service meet your expectations?						
	Fell Far Below Your Expectations	□1 □2 □3 □4 □5 □6 □7 □8 ■9 □10	Far Exceeded Your Expectations					
4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?								
	Very Far From Your Ideal	□1 □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 unl	likely are you to recommend WNY Plumbing Services to a friend?						
	Definitely Will Not Recommend	□1 □2 □3 □4 □5 □6 □7 □8 ☑9 □10	Definitely Will Recommend					
7.	Please rate the t	telephone representative on the following: Very Poor Excellent						
	Overall	\square_1 \square_2 \square_3 \square_4 \square_5 \square_6 \square_7 \square_8 \square_9 \square_{10}						

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10	Excellent					
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following: Very Poor Excellent						
	Professionalism 1 2 3 4 5 6 7 8 9 10						
	Knowledgeable						
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10	Did Not Explain					
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)						
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other						
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15b.							
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1	Extremely Satisfied					
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:	V					
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!						
	Comments:						
-							
1	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						



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Courteous

Knowledgeable

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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) Newspaper Friend Billboard Google Jsed us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? **Extremely Extremely** Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded 2 3 5 4 16 **Your Expectations** Your Expectations 4. Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? **Very Far From Matches** 13 4 5 16 8 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 1 13 5 4 **Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor** Excellent Overall

6

(OVER)

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very	lent					
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	ed					
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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 Wo						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the service technician on the following:						
	Professionalism 1 2 3 4 5 6 7 8 9 10						
	Knowledgeable	Mot "					
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Expl	1 1					
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.							
16.		emely sfied					
	QUESTIONS ABOUT WNY PLUMBING CO.	sileu Maria (Maria)					
17.	Please rate Western New York Plumbing on the following:						
	Trustworthiness 1 2 3 4 5 6 7 8 9 0 0 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:	CONCLUENTS EXPERIENCES OF AMERICAN SECURITIES SECURITIE					
-							
	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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Very Poor

Overall

Courteous

Knowledgeable

www.wnyplumbing.com

Excellent

(OVER)

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487 Erie Street Lancaster, NY 14086

dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Friend Newspaper Billboard Google Used us Before Logo on Truck Other **OVERALL** 2. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair? Extremely Extremely **Dissatisfied** Satisfied 3. To what extent did this repair service meet your expectations? Fell Far Below Far Exceeded 15 4 16 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches X**8 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following:

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

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called						
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day						
11.	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 X 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						
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b. 16.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time peeded to complete the repair?						
10.	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: Mike Was Great						
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.						