

(OVER)

487 Erie Street Lancaster, NY 14086 RECEIVED
OCT 1 2020

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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 5 14 16 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 12 3 4 5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 15 16 Recommend Recommend Please rate the <u>telephone representative</u> on the following: 7. **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
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 Excellent Professionalism 1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	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: Excellet Sevice
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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1.	Where have you Newspape Google Other		F	riend	WNY Pli		Billbo			.Y)		
						OVE	RALL					
2.	Considering ever with our most re	rything f ecent plu	from you umbing	ur initia repair?	call to	the com	pletion	of the r	epair, ho	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	□8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this r	enair se	ervice m	eet vou	r expect	tations?)				
0.	Fell Far Below Your Expectations	1	2	3	4	5		□ 7	□ 8	<u></u> 9	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	l renair s	service	Ηοω, ω	ell did \	MNV Plu	mhina a	compar	with w	nur ides	12	
	Very Far From Your Ideal		2	□3	4	5				9	10	Matches Your Ideal
5.	How likely or unl	likely ar	e vou to	use WI	JY Plum	hina the	next ti	me vou	need nl	umhina	service?	
	Definitely Will Not		- you to						—		w. /	D.C. H. L. MCH
	Use Next Time	1	<u></u> 2	3	4	<u></u> 5	<u>6</u>	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend		<u>2</u>	3	<u></u> 4	<u></u> 5	☐ ₆	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the <u>t</u>	<u>elephon</u>	e repres	<u>sentativ</u>	e on the	followi	ng:					
		Very Po	oor								Excellent	
	Overall	1	2	3	4	5	□6	7	8	9	X 10	
	Courteous	1	_2	3	4	5	6	7	□8	9	X 10	
	Knowledgeable	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING	
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	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Very Poor Excellent Professionalism	
	Knowledgeable 1 2 3 4 5 6 7 8 9 10	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explai	1 1
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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	Would definitly use again 1	* · · · · · · · · · · · · · · · · · · ·
	If you would like us to call you, please fill in your telephone number: ()	



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	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 710 Explain									
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14b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
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	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments:									
-										
-										
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1. ?	Where have you Newspape Google Other	er 🔲	rd about Friend Used us			Billbo			Y)		,
					OVE	RALL					
2.	Considering ever with our most re	rything from y cent plumbing	our initial g repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair :	service m	eet you	r expect	tations?					
	Fell Far Below Your Expectations	□1 □2	3	4	<u></u> 5	□6	7	8	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	l?	
	Your Ideal	□1 □2	3	4	<u></u> 5	<u></u> 6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are you	to use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<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 you	to recomi	mend W	NY Plun	nbing So	ervices [·]	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u></u> 3	<u></u> 4	<u></u> 5	□6	7	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone repr	<u>esentativ</u>	e on the	followi	ng:				Excellent	
	Overall	$\Box_1 \Box_2$	\square_3	\prod_4	\square_5	\Box_6	\square_7	Па	П9	X 10	
	Courteous	□1 □2	<u></u> 3	4	□ 5	□6		8	9	10	
	Knowledgeable	12	3	4	<u></u> 5	<u>6</u>	<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 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
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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.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
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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 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you!
-	Comments: Dur Tech (Ryle?) was very nice + worked around our power butage - would have him again.
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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1.	Where have you Newspape Google Other		heard about Friend Used us			Billboa			_Y)		
					OVER	RALL					
2.	Considering ever with our most re	rything fro cent plum	m your initial bing repair?	call to	the comp	pletion	of the re	epair, ho	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 [<u></u> 4	<u></u> 5	□ 6	□ 7	□8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid this rep	air service m	eet you	r expecta	ations?					
	Fell Far Below Your Expectations	1 [2 3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair sei	vice. How w	ell did V	VNY Plun	nbing c	ompare	with yo	our idea	l?	
	Your Ideal	<u> </u>	2 3	4	<u></u> 5	<u></u> 6	7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to use Wi	NY Plum	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time		2	4	<u></u> 5	□ 6	□ 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are y	ou to recomi	mend Wi	NY Plum	bing Se	rvices t	o a frie	nd?		
	Definitely Will Not Recommend	_1 [<u></u>	<u></u> 4	<u></u> 5	□ 6	<u> </u>	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te			e on the	followin	ıg:					
		Very Poor	- —							Excellent	
	Overall		<u> </u>	<u> </u> 4	<u></u> 5	<u> </u> 6	∐7 —	8	<u></u> 9	X 10	
	Courteous	<u> </u> 1	<u> </u> 2 <u> </u> 3	4	5	6	7	8	9	2 10	
	Knowledgeable		2 3	4	<u></u> 5	<u></u> 6	7	8	9	10	(OVFR)

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	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	<u> </u>	10	Definitely Will Use Next Time
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	Definitely Will Not Recommend	_1 _2	□3 □4	<u></u>	6 🔲 7	<u> </u>	<u> </u>	10	Definitely Will Recommend
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	Overall	Very Poor						Excellent	
	Courteous	<u> </u>		□5 □6 □ □ □ □) []/	<u></u>	<u></u> 9		
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RECEIVED
OCT 12 2020

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 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 15 16 18 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 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** 6 Recommend Recommend 7. Please rate the <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 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	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	D'ANA
	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 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 Excellent	
	Trustworthiness Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope prov	ded.



(OVER)

487 Erie Street Lancaster, NY 14086

Courteous

Knowledgeable



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	Trustworthiness Itanian Behind Their Work Please check this box if you will also use an online rating service, Thank you!	
	Thank you for sending tech out ASAP! The was a pleasure to north with. Tourst what he so	up - Know
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1.	Where have you	ı seen or	heard	about \	NNY Plu	umbing?	("X" <i>F</i>	LL THA	T APPL	Y)		
	Newspape	er	Fri	iend			Billboa	ard		•		
	Google		Us	sed us	Before		Logo	on Truc	k			
	Other F	ERGI	250N	PLU	MBIN	G						
						OVE	RALL					
2.	Considering ever with our most re	rything fro cent plun	om you nbing re	r 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	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	1 9	<u> </u>	Extremely Satisfied
3.	To what extent d	id this re	pair ser	vice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1 [2	3	<u></u> 4	<u></u> 5	□6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	ervice.	How w	ell did V	VNY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	1 [2	3	4	<u></u> 5	<u></u> 6	□ 7	8	9	10	Matches Your Ideal
5.	How likely or unl	ikely are	you to	use WN	IY Plum	bing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	□ 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are	you to I	recomn	nend W	NY Plum	bing Se	ervices t	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	☐6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone Very Poo		<u>entative</u>	on the	followin	ng:				Excellent	
	Overall		\neg_2 [3	\square_{4}	\square_5	\Box_6	\square_7	Па	 9	X 10	
	Courteous	1 [3	4	□5	<u>□</u> 6		8	□ 9	10	
	Knowledgeable	_1 []2 [3	<u></u> 4	<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	ellent
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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	
	Knowledgeable □1 □2 □3 □4 □5 □6 □7 □8 □9 □10	
	Emigration of Benefit	d Not plain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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15b.		
16.		ctremely atisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 10 10 10 10 10 10 10 10 10 10	
-	Comments: If you would like us to call you, please fill in your telephone number: ()	
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	



(OVER)

487 Erie Street Lancaster, NY 14086

Knowledgeable



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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? 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
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:
	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 OCT 2 1 2020

dedi	would like to than cated to providing ver this important	g quality	service	ng WNY e. In ord	Plumbi der to h	ng the elp us ir	opportu nprove	nity to a	service lity of s	the plu ervice t	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	riend	WNY PI		Billbo			LY)		
						OVE	RALL					
2.	Considering ever with our most re	rything f ecent plu	rom yo Imbing	ur initia repair?	call to	the com	pletion	of the r	epair, ho	ow satis	sfied or diss	atisfied were you
	Extremely Dissatisfied	<u></u> 1	□2	3	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	⊠ 10	Extremely Satisfied
3.	To what extent d	did this re	epair se	ervice m	neet you	r expec	tations?)				
	Fell Far Below Your Expectations	1	2	3	<u> </u>	5	□6	7	□8	9	1 10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair s	service.	How w	ell did \	NNY Plu	mbing (compare	e with y	our idea	ıl?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	<u> </u>	1 10	Matches Your Ideal
5.	How likely or unl	likely are	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	_2	3	<u></u> 4	5	□ 6	7	<u> </u>	<u> </u>	1 10	Definitely Will Use Next Time
6.	How likely or unl	likely are	e you to	recomi	mend W	'NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	1 10	Definitely Will Recommend
7.	Please rate the to	elephone	e repres	sentativ	<u>e</u> on the	followi	ng:					
		Very Po	or								Excellent	
	Overall	1	<u>2</u>	3	<u></u> 4	5	<u></u> 6	<u></u>	8	9	10	
	Courteous	<u> </u> 1	2	3	4	<u></u> 5	□6	7	8	9	<u> 10</u>	
	Knowledgeable	1	2	Пз	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 10 Knowledgeable 1 2 3 4 5 6 7 8 9 10
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	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
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
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(OVER)

487 Erie Street Lancaster, NY 14086

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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	ow satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	<u></u> 3	4	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	lid 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
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	Definitely Will Not Use Next Time	1	2	3	<u>4</u>	<u></u> 5	□ 6	7	□ 8	9	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	nend W	NY Plun	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	Пз	<u></u> 4	<u></u>	<u>6</u>	□ 7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephon Very Po		sentativ	e on the	followi	ng:				- " .	
	Overall	very Po									Excellent	
		<u></u> □ 1	<u>2</u>	<u></u> 3	<u> </u> 4	<u></u> □5	∐6 □	∐7 —	∐8 —	<u> </u> 9	<u>⊠</u> 10	
	Courteous	<u> </u> 1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	9	× 10	
	Knowledgeable	1	\square_2	<u></u> 3	4	<u></u> 5	□6	7	8	9	710	(OVED)

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	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 4	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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Knowledgeable

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13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent	
	Professionalism 1 2 3 4 5 6 7 8 9 ≥ 10 Knowledgeable 1 2 3 4 5 6 7 8 9 ≥ 10	Not
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Expl	1 1
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16.	Extremely	emely sfied
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	Trustworthiness Standing Behind Their Work Their Work Standing Secheck this box if you will also use an online rating service, Thank you! Excellent 9 10 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: ()	



(OVER)

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Knowledgeable

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1.	Where have you Newspape Google Other	er 🔲 F	about WNY Pla riend sed us Before	Bill	" ALL THA board o on Truc		Y)		
				OVERAL	L				
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to repair?	the completi	on of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	12	☐3 ☐4	<u></u>	6 🔲 7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectation	ıs?				
	Fell Far Below Your Expectations	<u> </u>	3 4	<u></u>	6	<u> </u>	<u> </u>	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbin	g compare	e with yo	our idea	ıl?	
	Very Far From Your Ideal	☐1 ☐2	<u>3</u> <u>4</u>	<u></u>	6 🔲 7	8	<u> </u>	□ 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the nex	t time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	□5 □	6 🔲 7	<u> </u>	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u></u>	<u></u> 5	6 🔲 7	8	<u></u> 9	<u> 10</u>	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	following.					
		Very Poor	Jonianivo on the	, ionowing.				Excellent	
	Overall	1 2	☐ 3 ☐ 4	□5 □	6 7	8	<u> </u>	⊠ 10	
	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	
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	
	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.	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	
	Very Poor Trustworthiness \$\begin{array}{c ccccccccccccccccccccccccccccccccccc	
-	Comments: Obviously I was very happy with the service f you would like us to call you, please fill in your telephone number: ()	
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	



(OVER)

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) 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** 14 15 16 18 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** 13 4 15 16 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will ×**10 **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** 4 5 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
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Very Poor Excellent Professionalism 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.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness 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: WNY Plumbing very professional. Always meets my expectations
	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



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)

1.	Where have you	u seen or h	neard about \	NNY Plu	imbing?	? ("X" A	LL THA	T APPL	Y)		
	Newspape		Friend		Π̈́	Billboa			,		
	Google	Ī	Used us	Before			on Truc	k			
	Other	7		20.0.0		Logo)				
					OVE	RALL					
0	Considering	an abla ha an fina					6.11				
2.	Considering ever with our most re	cent pluml	m your initial bing repair?	call to t	ne com	pletion	of the re	epair, ho	w satis	tied or diss	atisfied were you
	Extremely Dissatisfied	1	2 3	<u></u> 4	□ 5	□6	<u></u> 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	did this repa	air service m	eet your	expect	ations?					
	Fell Far Below Your Expectations	1	2 3	<u>4</u>	<u></u>	<u></u> 6	7	8	<u> </u>	1 0	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?										
	Very Far From Your Ideal	<u> </u>	<u></u>	4	<u></u> 5	☐ ₆	7	8	9	Á 10	Matches Your Ideal
5.											
0.	Definitely Will Not		— —		Jiliy tile		ne you	neeu pii	umbing	Service?	5 4 4 4 4 4 4
	Use Next Time	<u> </u>	<u></u>	4	5	□6	□ 7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are y	ou to recomr	nend Wi	NY Plum	ibing Se	ervices t	o a frier	nd?		
	Definitely Will Not						\square			V	Definitely Will
	Recommend		<u> </u> 2 <u> </u> 3	<u></u> 4	<u></u> 5	<u> </u> 6	□ /	<u> </u> 8	<u></u> 9	<u>10</u>	Recommend
7.	Please rate the <u>telephone representative</u> on the following:										
	Very Poor Excellent										
	Overall	1	2 3	<u></u> 4	<u></u> 5	<u> </u>	<u> </u>	8	9	2 10	
	Courteous	<pre>1</pre>	2 3	4	<u></u> 5	<u></u> 6	7	8	9	10	
	Knowledgeable	□1 □]2	\Box_4	\prod_5	П6	\square_7	Пв	9	M ₁₀	(0) (55)
										7.	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called The day after I called Three days after I called Three days after I called								
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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								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 ✓ 10 Explain □								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness Standing Behind Their Work Their Wor								
-	Comments: Have lad Mike out to the loase sevelal times over the prosession at the sevel 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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(OVER)

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

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Longer than three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Med. Thurs. Fri. Sat. X 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? X 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 X 10 Did Not Explain								
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?								
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 Standing Behind Their Work Their Work Please check this box if you will also use an online rating service, Thank you! Excellent Toustworthiness 1								
_	Comments: Kyle this helper did a great jub. Seemed to work well tragther. Twas purprised how fast everything of done of the cost was very life you would like us to call you, please fill in your telephone number: () Dalroady did the or-line retry thank YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								