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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you Newspape Google Other	r 🗹 Fi	about WNY Pluriend sed us Before	Billbo			Y)		
2				OVERALL					
2.	Considering ever with our most red	rything from you cent plumbing r	ır initial call to t epair?	the completion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _2	□3 □4	<u></u>	7	8	9	<b>☑</b> 10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations	?			/	
	Fell Far Below Your Expectations	☐1 ☐2	☐ 3 ☐ 4	<u></u>	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	our idea	<b>!</b> ?	
	Very Far From Your Ideal	☐1 ☐2	<u>3</u> <u>4</u>	□5 □6	7	8	9	<u> 1</u> 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next	time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u></u>	□5 □6	7	8	<u> </u>	<u></u> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	NY Plumbing	Services t	o a frie	nd?		
	Definitely Will Not Recommend	_1 _2	<u>3</u> 4	<u></u>	7	<u>8</u>	<u></u> 9	<b>☑</b> 10	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	following:					
		Very Poor			_	_		Excellent	
	Overall	<u></u> 1 <u></u> 2	34	<u></u>	<b>∐</b> 7	8	9	<u></u>	
	Courteous	□1 □2	☐ 3 ☐ 4	☐5 ☐6	7	8	9	<b>1</b> 0	

 $\square$ 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	
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> 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	
	Knowledgeable         □ 1         □ 2         □ 3         □ 4         □ 5         □ 6         □ 7         □ 8         □ 9         ⊡ 10	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Did Not Explain	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
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	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness	
	Comments:	
_		Ē
	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.	ļ









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Knowledgeable

dedic	vould like to than cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the opportu Ip us improve	nity to so our quali	ervice th ty of ser	ne plum rvice to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	r 🔲 Fı	about WNY Plu riend sed us Before	Billbo			()		
				OVERALL					
2.	Considering ever with our most red	rything from you cent plumbing r	ur initial call to t repair?	the completion	of the re	pair, hov	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<u></u>	<b>□</b> 7	8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	□5 □6	7	8	9	<u>X</u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur ideal	?	
	Very Far From Your Ideal	☐1 ☐2	<u>3</u> <u>4</u>	□5 □6	7	<u>8</u>	<u> </u>	<u>X</u> 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	□5 □6	<b>□</b> 7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices t	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	□5 □6	<u> </u>	8	<u>9</u>	10	Definitely Will Recommend
7.	Please rate the t	elephone repre	<u>sentative</u> on the	e following:					
		Very Poor			_	1	_	Excellent	
	Overall	$\square$ 1 $\square$ 2	□ 3 □ 4	□5 □6	7	8	9	<u>K</u> 10	
	Courteous	1 2	<u>3</u> <u>4</u>	□5 □6	7	8	9	<u>  10</u>	

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☑ 10

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent	
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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:	
	Professionalism  Very Poor  1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable,  Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	, , , , , , , , , , , , , , , , , , , ,	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	
	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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dedic	vould like to than cated to providing ver this important	quality service	g WNY Plumbir . In order to he	ng the op elp us imp	pportun prove o	ity to so ur quali	ervice t ty of se	he plun rvice to	nbing in yo you, please	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	r 🔲 Fi	about WNY Pluriend sed us Before		Billboa			r)		
				OVER	ALL					
2.	Considering ever with our most re	rything from you cent plumbing (	ır initial call to epair?	the comp	oletion (	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	<u>6</u>	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair se	rvice meet you	r expecta	ations?	<u></u> 7	<u></u> 8	<u></u> 9	<b>1</b> 0	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair service.	How well did \	WNY Plur	mbing c	ompare	with yo	our idea	l? <b>⊠</b> 10	Matches Your Ideal
5.	How likely or un	likely are you to	use WNY Plum	bing the	next tir	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>1</b> 10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend W	/NY Plum	bing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	<u></u> 5	<u></u> 6	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on the	e followir	ng:				Excellent	
	Overall	□1 □2	□3 □4	<u></u> 5	<u></u> 6	7	8	<u> </u>	<b>X</b> 10	
	Courteous	<u> </u>	□3 □4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	<b>1</b> 0	
	Knowledgeable	□1 □2	☐3 ☐4	5	□6	7	8	<b>X</b> 9	<u> </u>	(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	
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ▼10	
	Knowledgeable	
	Explanation of Repair	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness	
	Comments:	
-		-
	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ded.



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	cated to providing ver this important		ice. In orde	er to he	lp us im	iprove c	our qual	ity of se	rvice to	you, pleas	e take a minute to
1.	Where have you  Newspape Google Other		ard about W Friend Used us			Billboa			Y)		
					OVE	RALL					
2.	Considering ever with our most re-	rything from cent plumbir	your initial ng repair?	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> 4	<u></u> 5	□6	<b>□</b> 7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair	service me	eet your	expect	ations?					
	Fell Far Below Your Expectations	1	2	<u></u> 4	5	□6	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ce. How we	ell did V	/NY Plui	mbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	4	<u></u> 5	<u>6</u>	<u> </u>	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	likely are you	ı to use WN	IY Plum	bing the	next til	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	2 🔲 3	<u> </u>	<u></u> 5	<b>□</b> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	ı to recomn	nend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<u> </u>	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephone rep Very Poor	oresentative	e on the	followi	ng:				Excellent	
	Overall	_1 _	2 🔲 3	<u>4</u>	<u></u> 5	<u>6</u>	7	8	<b>2</b> 9	<u> </u>	

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

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10  Excellent	
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> 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? 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.	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  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:	
	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!	
-	Dont ever let Mike Vetire	
[1	f you would like us to call you, please fill in your telephone number: ()	



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dedic	vould like to than cated to providing ver this important	quality servi	ving WNY ce. In ord	Plumbin ler to he	ig the o Ip us im	pportun prove o	nity to sour quali	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspaper Google Other		rd about \ Friend Used us			Billboa			Y)		
					OVE	RALL					
2.	Considering ever with our most red	ything from t cent plumbin	your initial g repair?	call to t	he com	pletion	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 4	<u></u> 5	□6	7	8	9	<b>1</b> 00	Extremely Satisfied
3.	To what extent di	id this repair	service m	eet your	r expect	ations?					
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	Very Far From Your Ideal	_1	2	<u> </u>	<u></u> 5	□6	7	8	9	<b>X</b> 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	_1 _	2	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>2</b> 40	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recom	mend W	NY Plum	nbing Se	ervices t	to a frie	nd?	١	
	Definitely Will Not Recommend	_1 _	2	<u></u> 4	5	□6	7	8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	<u>resentativ</u>	e on the	followi	ng:				Excellent	
	Overall	<u> </u>	2 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	<b>X</b> 10	
	Courteous	□1 □:	2	4	<u></u> 5	<u></u> 6	<b>□</b> 7	□8	<u> </u>	10	

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☒ 10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 210  Excellent
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called
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12.	Were you contacted by phone to confirm the appointment?  \square Yes \square 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.	
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.	. , , , , , , , , , , , , , , , , , , ,
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:
	Very Poor  Trustworthiness
-	Comments: Ricky was great. good guy
į į	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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We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your nome. 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 Used us Before Logo on Truck Google Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** Extremely 4 6 <u>|</u>5 **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 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** Recommend Recommend 7. Please rate the telephone representative on the following: **Excellent Very Poor** Overall

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	cellent
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	alled
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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	
	EXDIANATION OF KEDAIR   17   17   12   17   16   16   17   10   10   1/110	d Not
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
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15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
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16.		tremely
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	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. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment?  Yes  No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent
	Professionalism         1         2         3         4         5         6         7         8         9         ×         10
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 × 10 Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	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
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:
ū	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!  Please check this box if you will also use an online rating service, Thank you!  REPRESENTS YOUR  ODMPANY WELL SAN  Comments:  I HAVE HAD THE SERVICE TECHNICIAN BEFORE. (MIKE MEDONOUGIF). HE IS COURTEOUS, PROFESSIONAL,
i	Comments:  I HAVE HAD THE SERVICE TECHNICIAN BEFORE. (MIKE MEDONOUGH). HE IS COURTEUUS, PROFESSIONAL,
	EXPLAINS THINGS CLEARLY: WAY PLUMBING INSTALLED MY PLUMBING WHEN MARRAND HOME WAS REMOVED ALL DEBRIS, BUILT IN 1996
[	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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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality service							ur home. We are at take a minute to
1.	Where have you  Newspape Google Other	r 🔲 🖯	about WNY Plu riend sed us Before	Billboa			()		
				OVERALL					
2.	Considering ever with our most red			he completion	of the rep	pair, hov	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	☐1 ☐2	☐3 ☐4	□5 □6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet your	expectations?	i.				
	Fell Far Below Your Expectations	<u> </u>	3 4	□5 □6	<u> </u>	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	/NY Plumbing o	compare	with yo	ur ideal	?	
	Very Far From Your Ideal	☐1 ☐2	☐ 3 ☐ 4	<u></u>	<u> </u>	8	9	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	bing the next ti	me you n	need plu	ımbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u></u>	□5 □6	<u> </u>	8	9	110	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	ervices to	o a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	□5 □6	7	8	<u></u> 9	110	Definitely Will Recommend
7.	Please rate the t	elephone repre	sentative on the	following:					
	_	Very Poor		· ·				Excellent	
	Overall	☐ 1 ☐ 2	☐ 3 ☐ 4	□5 □6	7	8	9	10	
	Courteous	□1 □2	☐3 ☐4	□5 □6	7	8	9	10	

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor 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. 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         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.									
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							
	QUESTIONS ABOUT WNY PLUMBING CO.	Satisfied							
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness								
	Comments:								
-									
I	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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Knowledgeable

dedic	vould like to than cated to providing ver this important	quality service	ing WNY Plu ee. In order	ımbing the to help us ir	opportunity to nprove our qua	service that ality of se	he plum rvice to	nbing in you you, please	ur home. We are a take a minute to
1.	Where have you  Newspaper Google Other	· 🔲	d about WN Friend Used us Be		? ("X" ALL TH Billboard Logo on Tru		r)		
				OVE	RALL				
2.	Considering ever with our most red	ything from y cent plumbing	our initial ca g repair?	III to the con	npletion of the	repair, ho	w satisf	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	3	<b>_</b> 4 <b>_</b> 5	□6 □7	8	9	<u>M</u> 10	Extremely Satisfied
3.	To what extent di	id this repair	service mee	t your exped	tations?				
	Fell Far Below Your Expectations	☐1 ☐2	3	<b>□</b> 4 <b>□</b> 5	□6 □7	8	<u> </u>	<b>1</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How well	did WNY Plu	umbing compa	re with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>	2	<b>□</b> 4 <b>□</b> 5	□6 □7	8	<u> </u>	10	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WNY	Plumbing th	e next time yo	u need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	2 🔲 3 [	<b>_</b> 4 <b>_</b> 5	□6 □7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recomme	end WNY Plu	mbing Services	s to a frie	nd?		
	Definitely Will Not Recommend		2	<b>4 </b> 5	□6 □7	8	9	10	Definitely Will Recommend
7.	Please rate the to	elephone rep Very Poor	resentative (	on the follow	ving:			Excellent	
	Overall	□1 □2	3 [	<b>□</b> 4 <b>□</b> 5	□6 □7	8	<u></u> 9	<u>×</u> 10	
	Courteous	$\Box_1 \Box_2$		45	□6 □7	<u></u> 8	9	<b>1</b> 0	

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☑ 10

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10  Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called Two days after I called The day after I called Three days after I called								
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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: Ricky  Very Poor  Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.									
14b.									
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								
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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!								
-	Dan+ Ricky have been awarent to work with! Greatjob!!  Courtodus respectful + responsive								
	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.								



MAY 16 2022 15 ALL 10'S Www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

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. Billboard Friend Newspaper Used us Before Logo on Truck Google Lyplia plumbing BU: M Other WHEN 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 4 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 8 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** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** 6 Recommend Recommend 7. Please rate the telephone representative on the following: **Very Poor Excellent** Overall Courteous

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10  Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  The day after I called  Three days after I called								
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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)								
<b>1</b> 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.	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:  One thing: Requested work on 3 to lets. Truck did not have parts and had to go get them. Just asking to be prepured next time. Thinks!  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.								



MAY 16 2022

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dedic	vould like to thanl cated to providing ver this important s	quality	or giving service	g WNY I . In orde	Plumbin er to he	g the o	pportun prove o	ity to so ur quali	ervice t ty of se	he plum rvice to	nbing in you you, please	ur home. We are e take a minute to
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper  Google  Used us Before  Logo on Truck  Other											
						OVEF						
2.	Considering every with our most red	ything fi ent plu	rom you mbing r	ır initial epair?	call to t	he com	pletion	of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 10	Extremely Satisfied
3.	To what extent di	d this re	epair se	rvice m	eet you	r expect	ations?			_	_	
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u> </u>	<u> </u>	8	9	<b>1</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	1?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	9	<b>×</b> 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	<u> </u>	2	3	4	<u></u> 5	<u> </u>	7	<u> </u>	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	'NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	□3	<u></u> 4	5	□6	7	<u> </u>	<u> </u>	≥ 10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	e followi	ng:				Excellent	
	Overall	<b>□</b> 1	2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<b>×</b> 9	<u> </u>	
	Courteous		2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<u> </u>	<b>2</b> 9	<u> </u>	
	Knowledgeable	1	2	3	4	5	<u></u> 6	<b>□</b> 7	<u> </u>	<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. Med. 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 1 2 3 14 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	in (continue)								
<b>1</b> 4b.									
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.	, and the description of the most of the m								
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 29 10 Extremely								
	QUESTIONS ABOUT WNY PLUMBING CO.	7							
17.	Please rate Western New York Plumbing on the following:	_							
	Very Poor  Trustworthiness Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!  Excellent  Tourism Very Poor  Trustworthiness  1								
(	Comments:	7							
_									
	f you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided								



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Knowledgeable

dedic	vould like to than cated to providing er this important	quality servi	ving WNY lice. In orde	Plumbing er to help	g the op p us im	oportuni prove o	ty to se ur quali	ervice th ty of sei	ne plum rvice to	nbing in you you, please	ur home. We are e take a minute to
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 \@\@\@\@\@\@\@\@\@\@\@\@\@\@\@\@\@\@\@										
					OVER	RALL					
2.	Considering ever with our most red	ything from cent plumbir	your initial ng repair?	call to th	ne comp	oletion o	of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _	2 🔲 3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>≥</b> 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repair	service m	eet your	expecta	ations?	7	<u>8</u>	<u> </u>	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal		ce. How w	ell did W	/NY Plur	mbing c	ompare	with yo	our idea	l? <b>⊠10</b>	Matches Your Ideal
5.	How likely or unl	likely are you	i to use WN	IY Plumb	oing the	next tir	ne you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	_1 _	2 🔲 3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	9	<b>⊠</b> 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	ı to recomr	mend WN	NY Plum	ibing Se	rvices 1	to a frie	nd?		
	Definitely Will Not Recommend	1	2 3	4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	<b>≥</b> 10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone rep Very Poor	<u>oresentativ</u>	e on the	followin	ng:				Excellent	
	Overall	_1 _	2 🔲 3	4	<u></u> 5	<u> </u>	7	8	9	₹10	
	Courteous	<b>□</b> ₁ □	2  3	$\Box_{4}$	$\Box_5$	□ <sub>6</sub>	7	□8	<b>9</b>	×10	

□3 □4 □5 □6 □7 □8 □9 ☒10

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very							
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	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the service technician on the following:  Very Poor  Fycellent							
	Professionalism							
	Knowledgeable							
	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. 16.	in the applicable							
10.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	,						
	QUESTIONS ABOUT WNY PLUMBING CO.							
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(	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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dedic	would like to than cated to providing ver this important	quality service	g WNY Plumbi . In order to he	ng the opelp us im	pportun prove o	ity to s ur quali	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	r 🔲 Fi	about WNY Pluriend sed us Before		("X" A Billboa Logo c	ırd		<b>Y</b> )		
				OVER	RALL					
2.	Considering ever with our most red			the comp	oletion o	of the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	☐3 ☐4	<b>□</b> 5	<b>□</b> 6	7	8	9	<b>X</b> 10	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet you	r expecta	ations?					
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	5	<u>6</u>	7	8	<u> </u>	<b>X</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plur	nbing c	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	5	□6	7	8	9	<b>X</b> 10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plum	bing the	next tin	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>\( \)</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plum	bing Se	rvices 1	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	<u></u> 6	7	8	9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	e followir	ng:				Excellent	
	Overall	$\square_1$ $\square_2$	□3 □4	5	<b>□</b> 6	7	□8	<b>□</b> 9	X 10	
	Courteous	□1 □2	□3 □4	5	<u>6</u>	7	8	9		
	Knowledgeable	□1 □2	☐3 ☐4	5	<u></u> 6	7	8	<u> </u>	<b>X</b> 10	(OVFR)

	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? <b>("X" ALL THAT APPLY)</b> 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 service technician on the following:  Very Poor  Excellent
	Professionalism  Very Poor  Excellent  Professionalism  1
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 X10 Explain
14a.	Did we complete the repair on our first trip to your home?
<b>1</b> 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
	If a part had to be ordered, how many days did it take to get the part and complete the repair?  PART WAS WOER  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order  BE ORDERED FROM  KOHLER
15b. 16.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  Not applicable  Not applicable
	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:
	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments:
-	
	f you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





4425 Walden Avenue 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 Plu	umbing? ("X	" ALL THA	AT APPL	Y)		
	Newspaper	r F	riend	Bill	oard				
	Google		sed us Before	e	o on Truc	ck			
	Other			_ 0					
				OVERAL					
2.	Considering ever with our most red	ything from you cent plumbing	ur initial call to repair?	the completion	on of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	3 4	<u></u> 5	6 🔲 7	<u> </u>	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectation	is?				
	Fell Far Below Your Expectations	<u> </u>	<u>3</u> <u>4</u>	<u></u> 5	6 🔲 7	8	9	DAO	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	NNY Plumbin	g 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	Mo	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	nbing the nex	t time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>3</u> <u>4</u>	<u></u> 5	6 🔲 7	□8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing	Services	to a frie	nd?	/	
	Definitely Will Not Recommend	<u>1</u> 2	<u>3</u> 4	<u></u> 5	6	<u> </u>	<u> </u>	<b>△</b> 10	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	$\square_1$ $\square_2$	$\square_3$ $\square_4$	$\Box_5$ $\Box$	6 $\square$ 7	<b>∏</b> 8	<u> </u>	M <sub>10</sub>	
	Courteous		$\square$ 3 $\square$ 4		$6 \square 7$	8		× 10	
	Knowledgeable								
	Micageanie	<u> </u>	∐3 ∐4	<u></u> 5	6	<u> </u> 8	<u></u> 9	7/10	(OVER)

	QUESTIONS ABOUT SCHEDULING										
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1	Excellent									
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  The day after I called  Three days after I called  Longer than 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										
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10										
	Knowledgeable										
	Explanation of Repair	Did Not Explain									
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)										
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.	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	Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.	Jausiieu									
17.	Please rate Western New York Plumbing on the following:										
	Very Poor  Trustworthiness										
	Comments:										
-											
l li	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.	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									





4425 Walden Avenue Lancaster, NY 14086

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1.	Where have you  Newspape Google Other	r 🔲 Fi	about WNY Plantiend sed us Befor	Bill	K" ALL TH/ board go on Tru		Y)		
		0		OVERA	.L				
2.	Considering ever with our most re	rything from you cent plumbing i	ır initial call to epair?	the complet	on 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	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	ır expectatio	ns?				
	Fell Far Below Your Expectations	☐1 ☐2	☐3 ☐4	<u></u> 5	6 🔲 7	8	9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumbii	ng compar	e with yo	our idea	l?	
	Very Far From Your Ideal	☐1 ☐2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	nbing the ne	kt time you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u> 5	6 🔲 7	<b>□</b> 8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbin	g Services	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	6 🔲 7	8	<u> </u>	<u>×</u> 10	Definitely Will Recommend
7.	Please rate the t	elephone repre: Very Poor	sentative on th	e following:				Excellent	
	Overall	1 7			6 🗆 7	Па	<b>□</b> 9	<b>2</b> 10	
	Courteous							<b>≥</b> 10	
		<u></u> 1 <u></u> 2	□3 □4	<u></u>	6 4		<u></u> 9		
	Knowledgeable	<u></u> 1 <u></u> 2	3 4	<u></u> 5	67	8	<b>∐</b> 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? <b>("X" ALL THAT APPLY)</b> 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:									
	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?									
<b>1</b> 4b.	b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other									
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									
	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:									
	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!									
(	Comments:									
-										
l	f you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									

(OVER)





#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

dedic	ould like to than ated to providing er this important	quality service.	WNY Plumbin In order to hel	g the opp p us imp	oortunity to rove our q	o service th uality of se	ne plum rvice to	ibing in you you, please	ur home. We are take a minute to
1.	Where have you  Newspaper Google Other		about WNY Plu iend sed us Before	В	"X" ALL T sillboard ogo on Tr		()		
				OVER	ALL				
2.	Considering ever with our most red	ything from you cent plumbing r	r initial call to t epair?	he compl	etion of th	e repair, ho	w satist	ied or dissa	itisfied were you
	Extremely Dissatisfied	12	<u>3</u> <u>4</u>	<u></u> 5	<u> </u>	7 🔲 8	9	10	Extremely Satisfied
3.	To what extent d	id this repair se			tions?	I-			Far Exceeded
	Your Expectations	12	<u></u> 3 <u></u> 4	5	<u> </u>	78	<u></u> 9	10	Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plum	bing comp	are with yo	our idea	1?	Matches
	Very Far From Your Ideal	1 2	<u>3</u> <u>4</u>	5	<u> </u> 6	78	<u></u> 9	<u>10</u>	Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the	next time y	ou need pl	umbing	service?	in
	Definitely Will Not Use Next Time	□1 □2	<u></u>	<u></u> 5	<u></u> 6	7 🗌 8	<u> </u>	<b>1</b> 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	'NY Plumb	oing Servic	es to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> <u>4</u>	<u></u> 5	<u>6</u>	7 🗌8	<u> </u>	<u> 10</u>	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	sentative on the	e followin	g:			Excellent	
	Overall	□1 □2	□3 □4	5	6	7 🗌 8	<b>X</b> 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									
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? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF	H								
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. 14b.	a. 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									
15a. 15b. 16.	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?									
	Extremely Dissatisfied 1 2 3 4 5 6 7 8 0 10 Extremely									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Very Poor  Trustworthiness									
C	Comments:									
lf	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.									



# RECEIVED MAY 3 1 2022

#### www.wnyplumbing.com

4425 Walden Avenue 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	r heard	about V	VNY Plu	ımbing?	("X" A	LL THA	T APPL	Y)		
	Newspape Newspape	r	F	riend			Billboa	ard				
	Google		U	sed us	Before		Logo	on Truc	k		2	
	Other − ∠	ISTED	ON	MURA	4NNO	HOM	es 5	ERVIC	E PR	VID	ER LI	s <del>7</del>
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	rom you mbing	ur initial repair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	<u> </u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	9	<u>⊠</u> 10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u>6</u>	7	8	9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	J?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	likely are	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□</b> 1	2	<u></u> 3	4	<u></u> 5	<b>□</b> 6	_7	8	<u> </u>	<b>⊠</b> 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> </u>	_2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	<u> </u>	<u> </u>	⊠10	Definitely Will Recommend
7.	Please rate the t	•		<u>sentativ</u>	e on the	e followi	ng:				Excellent	
	Overell	Very Po	oor								-	
	Overall	<u> </u> 1	<u>2</u>	<u></u> 3	<u>4</u>	<u></u> □5	<u></u> □6		8	<b>∐</b> 9	<b></b>	
	Courteous	1	2	∐3	4	5	<u></u> 6	∐7	8	9	<b></b> 10	
	Knowledgeable	1	_2	<u></u> 3	<u>4</u>	5	<u>6</u>	7	8	9	<b>⊠</b> 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										
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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? X 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 2 14 75 76 77 79 70 Did Not										
14a.	Explain										
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_										
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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 9 210  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.										

#### **Nancy Ando**

From:

Square <feedback@messaging.squareup.com>

Sent:

Friday, May 13, 2022 5:11 PM

To:

Nancy Ando

Subject:

A customer left you positive feedback (#nFr9)

Reply to this email to respond to your customer





Quality, Other, Wait Time, Customer Service

Above and beyond. Very knowledgeable, courteous. Swapped out a kitchen sink, installed a new faucet, just as requested on the work order. Then, Mike asked about us having a garbage disposal. I had recently purchased one, Mike installed that too! He made sure everything worked correctly, no leaks. We're very happy with the experience and we feel that the price was very reasonable for the quantity and quality of work completed. Will recommend WNY Plumbing to anyone in need!

Respond

#### Purchase Overview

This customer purchased 1 item on May 13, 2022 for \$334.95 at Western New York Plumbing. Preview Receipt

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