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dedi	We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.											
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper											
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	<u> </u>	_2	3	<u>4</u>	<u></u> 5	□ 6	7	8	9	凶10	Extremely Satisfied
3.	To what extent d	lid this r	epair se	ervice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	5	□ 6	7	X 8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	NNY Plu	mbing o	compare	e with yo	our idea]?	
	Very Far From Your Ideal	1	_2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	区10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	9	×10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recom	nend W	'NY Plum	nbing Se	ervices	to a frie	nd?		
*	Definitely Will Not Recommend	□ 1	_2	Пз	4	<u></u> 5	□6	□ 7	□ 8	<u> </u>	½ 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	•	<u>sentativ</u>	e on the	followi	ng:				Foreitent	
	Overall	very Po									Excellent	
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	Knowledgeable	1	2	□3	4	<u></u> 5	<u> </u>	7	□8	人9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING											
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent											
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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.	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 ½ 10											
	Knowledgeable											
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain											
14a.	a. Did we complete the repair on our first trip to your home? X Yes (SKIP TO Q.16) No (CONTINUE)											
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other											
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable											
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied											
	QUESTIONS ABOUT WNY PLUMBING CO.											
17.	Please rate Western New York Plumbing on the following:											
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 × 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 × 10 Please check this box if you will also use an online rating service, Thank you!											
-	Comments: FOLLOWING WEEK REFERRED TO A FRIEND, THEY ALSO APPEARED SATISFIED THE KOLLOWING WEEK											
5	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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6.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?	7	
	Definitely Will Not Recommend	_1	<u>2</u>	□3	<u></u> 4	<u></u> 5	□ 6	_7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
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	Courteous	1	2	<u></u> 3	<u></u> 4	<u></u> 5	<u>6</u>	7	□ 8	<u> </u>	1 10	
	Knowledgeable	<u> </u>	<u>2</u>	<u></u> 3	<u></u> 4	5	<u>6</u>	7	8	9	10	(OVER)

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(OVER)

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Knowledgeable

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

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1.	Where have you Newspape Google Other	r F	about WNY f riend sed us Befo		? ("X" Al Billboa Logo o	rd	22	Υ)	
				OVE	RALL				
2.	Considering every	ything from you cent plumbing	ur initial call t repair?	o the com	pletion o	f the re	pair, ho	w satisfied or diss	atisfied were you
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3.	To what extent di Fell Far Below Your Expectations	d this repair se		our expect 4	tations?	7	<u></u> 8	□9 △10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.		d WNY Plu 4	mbing co	ompare	with yo	our ideal?	Matches Your Ideal
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6.	How likely or unl	ikely are you to	recommend	WNY Plur	nbing Se	rvices	to a frie	nd?	
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3.	To what extent d	id this repair	service m	eet you	r expect	ations?					
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	Definitely Will Not Use Next Time	1	2 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	ı to recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	_1 _	2	<u></u> 4	<u></u> 5	□6	<u></u> 7	8	9	<u> </u>	Definitely Will Recommend
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	Trustworthiness										
	Comments:										
-	the service was done efficiently, Cleanly and with the highest- level of Professional ism. Will use you again!										
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6.	How likely or unl	ikely are	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	3	4	5	□ 6	7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		<u>sentativ</u>	e on the	followi	ng:				Excellent	
	Overall	□ 1	\square_2	3	\Box 4	<u></u> 5	6	□ 7	8	X 9	□10	
	Courteous	1	2	3	4	5	<u>6</u>	7	8	<u></u> 9	<u> </u>	
	Knowledgeable	1	2	3	4	5	□6	□ 7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called 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. 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
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent FLAST TO BE 9 10 TO BE 1 2 3 4 5 6 7 8 9 10 TO BE Please check this box if you will also use an online rating service, Thank you!
-	Comments: 650,00 FOR SIMPLE SUMP PUMP REPUENT?
	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.



RECEIVED

JUN 0 7 2022 Report 400

www.wnyplumbing.com

(OVER)

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

Knowledgeable

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

	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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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 □ 1 0
	Knowledgeable
	Explanation of Repair 1 2 3 14 5 6 7 0 10 Did Not
4 4 5	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
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
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
_	Comments: THE USE OF A PROPERTY OF A REPAIR 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

1.	Where have you Newspaper Google Other	Fr	about WNY Plu riend sed us Before	Billbo	oard		()		
				OVERALI					
2.	Considering ever with our most red	ything from you cent plumbing r	ur initial call to a repair?	the completion	n of the rep	oair, hov	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	12	☐3 ☐4	A 0	5 7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent di	id this repair se	rvice meet you	r expectations	?				
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	□ 5 □6	5 🔲 7	8	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	□ 1 □2	□3 □4	<u></u>	S 7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next	time you n	eed plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u>		8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing	Services to	a frier	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u>	5 X7	8	<u></u> 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone repre	sentative on the	e following:				Excellent	
	Overall	\square_1 \square_2	□3 □4	□5 □6	7	<u></u> 8	<u></u> 9	10	
	Courteous	$\Box_1 \Box_2$	\square_3 \square_4	\Box_5 \Box_6	7	8	<u></u> 9	M ₁₀	
	Knowledgeable							X ₁₀	
		∐1 ∐2	<u> </u>)/	0			(OVER)

	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 <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 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.	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.	The state of the s
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!
_	Technician was friendly + professional. Only concern was that our water heater leaked after the first visit was so we need the tech back onsite for a second visit.
	f you would like us to call you, please fill in your telephone number: ()









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4425 Walden Avenue Lancaster, NY 14086

WNY PLUMBING CO

dedic		quality	service									our home. We are e take a minute to
1.	Where have you Newspape Google Other		F	about V riend sed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u> </u>	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?		_			
	Fell Far Below Your Expectations	1	2	3	4	5	6	∐7	8	× 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u> </u>	7	8	9	<u>×</u> 10	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	3	<u></u> 4	<u></u> 5	□ 6	7	□ 8	9	1 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomr	mend W	NY Plum	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	_2	Пз	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	⊠ 10	Definitely Will Recommend
7.	Please rate the t	<u>elephon</u>	<u>ie repre</u>	<u>sentativ</u>	e on the	followi	ng:					
		Very Po	oor							_	Excellent	
	Overall		2	☐ 3	<u> </u>	□ 5	□6	7	8	9	⊠ 10	
	Courteous	□1	2	□3	4	5	<u>6</u>	7	8	9	<u> </u>	
	Knowledgeable				\square_{A}	\Box_{5}		7	По	По	10	

□3 □4 □5 □6 □7 [

	QUESTIONS ABOUT SCHEDULING	
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12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:	
	Very Poor Excellent Professionalism 1 2 3 4 5 6 7 8 9 × 10	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
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	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!	
#	Comments: you've done one vepuis, hotwhy tone sump puny 1 back-up pung house which a sumple repair not something I could have done house. The you would like us to call you, please fill in your telephone number: ()





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4425 Walden Avenue Lancaster, NY 14086

	cated to providing ver this important		ervice.	In orde	er to he	lp us im	prove o	our qual	ity of se	rvice to	you, please	e take a minute to
1.	Where have you Newspape Google Other		Fri	end	VNY Plu Before		Billboa			Y)		
						OVEF	RALL					
2.	Considering ever with our most re	rything fro cent plum	om your obing re	r initial epair?	call to t	he comp	oletion	of the re	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	4	<u></u> 5	□ 6	□ 7	8	<u> </u>	☑10	Extremely Satisfied
3.	To what extent d	id this rep	oair ser	vice me	eet your	expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	<u>4</u>	<u></u> 5	□ 6	_7	8	<u> </u>	☑ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair se	rvice.	How we	ell did V	/NY Plur	nbing c	ompare	with yo	ur idea	l?	
	Very Far From Your Ideal	<u> </u>	2	3	4	<u></u> 5	<u> </u>	<u> </u>	8	9	1 10	Matches Your Ideal
5.	How likely or unl	likely are	you to	use WN	Y Plum	bing the	next tii	me you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1 [2	3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	likely are	you to	recomn	nend W	NY Plum	ibing Se	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	1 [2	<u></u> 3	4	<u></u> 5	□ 6	□ 7	8	9	⊠10	Definitely Will Recommend
7.	Please rate the t			<u>entative</u>	e on the	followir	ng:					
		Very Poo	or								Excellent	
	Overall	1 [2	3	4	5	6	<u> </u>	∐ 8	<u></u> 9	½ 10	
	Courteous		2	3	4	5	□6	7	8	9	1 0	
	Knowledgeable	□1 [2	<u></u> 3	<u></u> 4	5	□ 6	7	8	<u> </u>	≥ 10	(OVER)

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

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 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)	
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other	
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following: Very Poor Trustworthiness Standing Behind Their Work Their Work Trustworthiness 1	
	Please check this box if you will also use an online rating service, Thank you!	
-	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	







4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		rd about V Friend Used us	Before		Billbo			Y)		
		Ü			OVE	RALL					
2.	Considering ever with our most re	ything from cent plumbir	your initial g repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	4	<u></u> 5	□6	_7	8	49	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repair	service m	neet you	r expect	tations?					
	Fell Far Below Your Expectations	_1 _	2 🔲 3	<u>4</u>	<u></u> 5	□6	_7	8	6 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	e. How w	ell did V	WNY Plu	mbing (compare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □	2	<u></u> 4	<u></u> 5	□6	7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are 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	<u></u> 5	□ 6	7	□ 8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	to recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	2 🔲 3	4	<u></u> 5	□6	_7	□ 8	9	10	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone rep Very Poor	<u>resentativ</u>	<u>re</u> on the	e followi	ng:				Excellent	
	Overall	_1	2	4	□ 5	□ 6	□ 7	■8	9	<u> </u>	
	Courteous	_1:	2	4	<u></u> 5	□ 6	7	8	9	<u></u>	
	Knowledgeable	1	2	4	5	<u>6</u>	7	8	9	10	(OVER)

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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 1 2 3 4 5 6 7 8 9 10 Explain
14a.	
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
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15b. 16.	- Diotion
10.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness 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:
-	Plase Correct spelling of name!
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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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	seen or	heard	about V	VNY Plu	mbing?	("X" A	LL THA	T APPLY	() -		
	Newspaper	r	Fr	iend			Billboa	ard				
	Google		✓ Us	sed us	Before		Logo	on Truc	k			
	Other											
						OVEF	RALL					
2.	Considering every with our most red	ything fro cent plun	om you nbing r	r initial epair?	call to t	he com	oletion	of the re	pair, ho	w satisf	fied or dissa	atisfied were you
	Extremely Dissatisfied	□ 1	2	□ 3	<u>4</u>	<u></u> 5	<u></u> 6	X 7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	d this re	pair se 2	rvice m	eet your	expect	ations?	7	8	9	<u></u> 10	Far Exceeded Your Expectations
4.	lmagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did V	/NY Plui	mbing o	ompare 7	with you	our idea	l? 10	Matches Your Ideal
5.	How likely or unli	ikely are	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	Пз	<u></u> 4	<u></u> 5	⊠ 6	7	8	9	<u> </u>	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	⊠ 6	7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone Very Poo		<u>sentativ</u>	e on the	followi	ng:			,	Excellent	
	Overall		<u> </u>	☐ 3	<u></u> 4	<u></u> 5	□ 6	7	□8	Ø 9	□10	
	Courteous		 	3	\Box_4	\square_5	П6	7	8	2 9	<u> </u>	
	Knowledgeable	1	2	3	<u></u> 4	<u></u> 5	<u>6</u>		8	∑ 9	<u>10</u>	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent
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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 14 5 6 7 7 0 Did Not
14a.	Explain
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
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	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent
	Trustworthiness
 	WAY PLUMBING DID AN OVERALL GOOD JOB BUT THE COST WAS PROHIBITIVELY TOO HIGH FOR AMOUNT OF TIME NEEDED. 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

1.	Where have you Newspape Google Other		Friend	t WNY Plu is Before		Billboa			Y)		
					OVE	RALL					
2.	Considering ever with our most red	ything fron cent plumb	n your initi oing repair	al call to ? ?	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1	2 🔲	3	5	<u>6</u>	2 7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this repa	air service	meet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2 [3	5	□ 6	□ 7	8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair ser	vice. How	well did \	NNY Plu	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	<u> </u>]2 []	3	<u></u> 5	<u>6</u>	2 7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are y	ou to use V	VNY Plum	bing the	e next ti	me you	need pl	umbing	service?	
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7.	Please rate the t	elephone r Very Poor		<u>tive</u> on the	e followi	ng:				Excellent	
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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 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?									
	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.										
ו דט.	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 THE SIVAKE TOOL WAS FAULTY AND NEFOED REPAIR REPLACED.									
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 Standing Behind Their Work Please check this box if you will also use an online rating service, Thank you! Excellent 7 8 9 10 Excellent 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
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1	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									







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2.	Considering every with our most red	ything fro	om you nbing r	r initial epair?	call to t	he com _l	oletion (of the re	pair, ho	w satis	fied or dissa	atisfied were you
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3.	To what extent di Fell Far Below Your Expectations	d this re	pair se	rvice m	eet your	expect	ations?	7	<u> </u>	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair se	ervice.	How w	ell did W	/NY Plui 5	mbing o	ompare	with yo	our idea	10	Matches Your ideal
5.	How likely or unli	ikely are	you to	use WN			next ti	me you	need pl	umbing	service?	Definitely Will
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	Knowledgeable	<u> </u>	2	□3	<u>4</u>	5	<u>6</u>	7	8	9	10	(OVER)

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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	
	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)	Explain —
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	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!	
-	If you would like us to call you, please fill in your telephone number: ()	THE BEST!
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	ed.







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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic	vould like to than cated to providing ver this important	quality	or giving service.	g WNY In ord	Plumbin er to he	ig the o Ip us im	pportur prove o	nity to s our qual	ervice t ity of se	he plur rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		Fr	iend	VNY Plu		Billboa			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	2	<u></u> 3	<u>4</u>	<u></u> 5	□6	7	8	<u> </u>	<u> </u>	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet your	expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u> </u>	5	<u></u> 6	7	8	9	□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	l?	
	Very Far From Your Ideal	1	_2	3	4	<u></u> 5	□6	7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	likely are	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	# 1	_2	Пз	<u>4</u>	<u></u> 5	□ 6	7	8	<u>9</u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	likely are	e you to	recomr	nend W	NY Plum	nbing S	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>	MA O	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		entativ	e on the	followi	ng:				Excellent	
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	Courteous	<u> </u>	2	□ 3	<u></u> 4	<u></u> 5	<u>6</u>	7	8	9	10	

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	Knowledgeable									
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
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(Comments:									
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1	f you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									









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4425 Walden Avenue Lancaster, NY 14086

WNY PLUMBING CO

dedi	would like to than cated to providing ver this important	g quality servic	ng WNY Plumbi e. In order to he	ng the op elp us imp	portunity prove our	to se	rvice t y 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	er 🔲 F	d about WNY Pli Friend Jsed us Befor		("X" ALL Billboard Logo on	t		Y)		
				OVER	ALL				1	
2.	Considering ever with our most re	rything from yo ecent plumbing	our initial call to repair?	the comp	letion of	the rep	air, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	□ 6 □] 7	8	9	⊠ 10	Extremely Satisfied
3.	To what extent d	lid this repair s	ervice meet you	r expecta	tions?					
	Fell Far Below Your Expectations	□1 □2	<u>3</u> <u>4</u>	<u></u> 5	☐ 6] 7	8	<u> </u>	⊠ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	l repair service	. How well did \	WNY Plum	nbing con	npare v	with yo	ur ideal	?	
	Very Far From Your Ideal	□1 □2	<u>3</u> <u>4</u>	□ 5	☐6] 7	8	9	⊠ 10	Matches Your Ideal
5.	How likely or unl	likely are you t	o use WNY Plum	bing the	next time	you ne	eed plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<u>3</u> 4	<u></u> 5	□6 [] 7	8	<u> </u>	⊠ 10	Definitely Will Use Next Time
6.	How likely or unl	likely are you t	o recommend W	'NY Plumb	oing Serv	ices to	a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	3 4 4	<u></u> 5	☐6]7	8	9	⊠ 10	Definitely Will Recommend
7.	Please rate the t	elephone repre	esentative on the	following	g:					
		Very Poor	i,						Excellent	
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	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent									
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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 Explain									
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	Trustworthiness									
	Comments:									
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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		eard about V Friend Used us			Billboa			()		
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4.	Imagine an ideal Very Far From Your Ideal	repair serv	- — vice. How w]2	ell did W	/NY Plur	mbing o	ompare	with yo	our idea	l? 10	Matches Your Ideal
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2.	Considering ever with our most re	ything fro	om you nbing r	r initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
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3.	To what extent d	id this rep	pair sei	rvice m	eet you	r expect	ations?				P	
	Fell Far Below Your Expectations	<u> </u>	2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Far Exceeded Your Expectations
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	Definitely Will Not Use Next Time	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	□ 7	8	9	10	Definitely Will Use Next Time
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	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	<u></u> 5	□ 6	<u> </u>	<u> </u>	<u></u> 9	X 10	Definitely Will Recommend
7.	Please rate the te	elephone	repres	entative	on the	followii	ng:					
		Very Poo	or		_	_	_				Excellent	
	Overall	∐1 [2	3	<u></u> 4	5	□6	□ 7	8	<u> </u>	∠ 10	
	Courteous	□1 [2	<u></u> 3	<u></u> 4	5	<u> </u>	7	8	9	1 10	
	Knowledgeable	<u> </u>	2	3	4	<u></u> 5	<u></u> 6	□ 7	8	9	1 0	(OVER)

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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)								
	Newspape	r 🔲 F	riend		Billboa	ard				
	Google	□ (Jsed us Be	efore	Logo	on Truc	k			
-	Other									
				OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									
	Extremely Dissatisfied	□1 □2	3	4 5	□ 6	_7	⊠8	9	<u> </u>	Extremely Satisfied
3.	To what extent di	id this repair s	ervice meet	your exped	tations?					
	Fell Far Below Your Expectations	□1 □2	3] 4 □ 5	□ 6	□ 7	⊠ 8	9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well	did WNY Plu	umbing o	ompare	with yo	our idea	l?	
	Very Far From Your Ideal	□1 □2	3	1 4 □5	2 6	□ 7	8	9	<u> </u>	Matches Your Ideal
5.	How likely or unl	ikely are you t	o use WNY F	Plumbing th	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u> </u>]4 🗵5	□ 6	_7	8	<u> </u>	<u> </u>	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommer	nd WNY Plu	mbing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	<u> </u>	1 4 ∑ 5	□ 6	□ 7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	esentative o	n the follow	ring:				Excellent	
	Overall	□1 □2	3] 4 □ 5	□ 6	7	8	<u> </u>	□ 10	
	Courteous	1 <u></u> 2	3		<u></u> 6	7	⊠ 8	9	10	
	Knowledgeable	_1 _2	3]4	□ 6	7	× 8	<u> </u>	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called 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 \(\sum \) 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)								
1 4b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10								
	Please check this box if you will also use an online rating service, Thank you! I supplied all meterial								
-	Please check this box if you will also use an online rating service, Thank you! I supplied all meterial Comments: Though \$10 for 1 hr faucet Replacement was \$\mathbb{O}_a 1:ttle high. Also don't bring a trainee to job when Im Changed per hour. 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.								
	Installer was very good!								