

CLIENT EXPERIENCE SURVEY

For Calla Sasaki

Please circle the number that best describes the level of service you received from us.

- 1 = Unsatisfactory
- 3 = Average
- 5 = Excellent

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Timeliness of return phone calls was | 1 | 2 | 3 | 4 | 5 |
| 2. | Problems were handled | 1 | 2 | 3 | 4 | 5 |
| 3. | Communication with you was | 1 | 2 | 3 | 4 | 5 |
| 4. | The knowledge of real estate demonstrated was | 1 | 2 | 3 | 4 | 5 |
| 5. | Attention given to your special needs was | 1 | 2 | 3 | 4 | 5 |
| 6. | Your overall impression of our real estate service is | 1 | 2 | 3 | 4 | 5 |

How did you choose to work with us?

Referred by Kirsty Fearn to Colleen

When you think of your real estate experience with us, what stands out most in your mind?

How on top of everything your entire team was. My every thought, or fear or question was anticipated before I even thought of it! Also how each person on the team treated me like we had known each other for a long time.

How did you find working within our associate team concept? Did this enhance or detract from the level of personalized service you received?

I think it's a great concept. I think it adds to the experience each member seemed fully aware of everything all the time!

How would you describe the level of our negotiating skill and expertise on your behalf?

Amazing! 20k more than original offer on my sale and 20k off on my purchase!

Was there ever a time you felt we breached your trust? If so, how?

Not at all!

Did you find that our mailings were of any benefit to you?

Yes

No

Please comment.

Just made me feel in the loop and acknowledged.

Was there a particular activity or service we provided that you particularly appreciated?

The boxes, gift card (by the way thank you!) and just the personalized service from start to finish! I still feel as though I could call your team with any questions at all on my property.

What could we do to provide a more positive experience?

I honestly don't know!

What is your overall impression of The Jarvis Group members you had worked with?

I can't even describe how amazed I was! I had no idea this kind of real estate experience existed. I am still blown away and tell everyone about you guys!

Do you feel that we genuinely cared about you and your real estate needs?

Yes

No

Have we earned the right to pursue an ongoing relationship towards our goal of being your "Realtor for Life"?

Yes Absolutely!

No

May we count on your personal recommendation of our services to friends and relatives?

Yes I've already told everyone I know!

No

If yes to the above, who is the next person you know who would be considering a move?

Name _____

Phone # _____

I don't know of anyone at the time but would be happy to let you know if I find out someone is looking!

In comparison to other Realtors you may have worked with, how did we compare?

- 1. Substantially Lower
- 2. Moderately Lower
- 3. About the Same

4
5

- Moderately Higher
- Substantially Higher

Any Other Comments or Reference Quote for our website:

