

CLIENT EXPERIENCE SURVEY

For Elizabeth and Brian Haynes

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?

recommended by David + Katja Rossi

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

Duncan could handle all questions. Big or small.

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

It helped get tasks done faster.

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

Great.

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

n/a.

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

Yes

No

Please comment.

Duncan was quick to narrow down our search.

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

the boxes. Was very helpful.

What could we do to provide a more positive experience?

What is your overall impression of the team members you had worked with?

Very professional.

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

No

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

Yes

No

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

Name _____

Phone # _____

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

1. Substantially Lower

4.

Moderately Higher

2. Moderately Lower

5.

Substantially Higher

3. About the Same

Any Other Comments or Reference Quote for our website:

Associated Services Feedback

As we are often involved in co-coordinating your move with a number of other suppliers, can you also please take a moment to let us know how you were treated. Please circle the number that best describes the level of service you received.

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1. Which law firm or notary did you use?

Name: Siebenga + King Law offices
Overall satisfaction level: 1 2 3 4 5
Comments: _____

2. If you financed your purchase, which lender did you use? n/a

Name: _____
Overall satisfaction level: 1 2 3 4 5
Comments: _____

3. Did you also use a mortgage broker?

Name: Xeva Mortgage "Luisa Hough"
Overall satisfaction level: 1 2 3 4 5
Comments: _____

4. Did you use the services of a moving company? n/a

Name: _____
Overall satisfaction level: 1 2 3 4 5
Comments: _____

5. Did you use the services of a building inspector?

Name: Craig Newsome
Overall satisfaction level: 1 2 3 4 5
Comments: _____

**Do we have your kind permission to share your comments publicly?

Yes _____

No _____