

CLIENT EXPERIENCE SURVEY

For Geraldine (Geri) and Allan (Al) Elchuk

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?

Karen Kenyon from Coast Realty Parksville (our Island agent)
checked Duncan out + recommended him to us.

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

fantastic communication - gregarious, friendly people +
excellent pictures/media.

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

Thanks Isabella for being there all the time!

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

perfect!

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

No

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

Yes _____

No X

Please comment.

Yes to emailings! No to snail mail.

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

pics + media

What could we do to provide a more positive experience?

We would have preferred the FOR SALE/SOLD sign taken down in a more timely fashion. Our possession date was a long time + the sign was left way too long. Thanks Isabella

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

Excellent! Thanks to you all! *for dealing with it very timely after we asked.*

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

Yes X

No _____

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

Yes X *except that we plan to stay on the Island.*

No _____

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

Yes X

No _____

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

Name our son, Dave.

Phone # We will recommend you.

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. Moderately Higher
- 5. Substantially Higher

except for Karon Kenyon who is also a top notch professional Realtor + person.

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: JUDITH PIRELOLO (LANGLEY)
Overall satisfaction level: 1 2 3 4 (5)
Comments: _____

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

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

3. Did you also use a mortgage broker?

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

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

Name: AMJ CAMPBELL (ATLAS VAN LINES)
Overall satisfaction level: 1 2 3 4 (5)
Comments: Super good guys went beyond the call.

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

Name: HOUSE MASTER HOME INSPECTIONS
Overall satisfaction level: 1 2 3 4 (5)
Comments: Good

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

Yes X

No _____