

| Did your sales associate... | Yes | No | No Response | | |
|---|----------------|-----------|-------------|--------------|-------------------|
| 1. offer you the Quality Service Guarantee? | 100.00 | 0.00 | 0.00 | | |
| 2. provide written market analysis prior to offer? | 83.33 | 16.66 | 0.00 | | |
| 3. contact you after the closing? | 100.00 | 0.00 | 0.00 | | |
| How satisfied were you... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
| 4. with counseling and needs assessment? | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5. with thoroughness of search process? | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 6. with availability of associate? | 83.33 | 16.66 | 0.00 | 0.00 | 0.00 |
| 7. with associate's knowledge of area? | 66.66 | 33.33 | 0.00 | 0.00 | 0.00 |
| 8. with associate's negotiating assistance? | 83.33 | 16.66 | 0.00 | 0.00 | 0.00 |
| 9. with quality/frequency of communication? | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 10. with associate's attention to details? | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11. What was your overall satisfaction? | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| How likely would you be to... | Very Likely | Likely | Neutral | Unlikely | Very Unlikely |
| 12. use the same associate in the future? | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 13. use the same real estate company? | 66.66 | 16.66 | 16.66 | 0.00 | 0.00 |
| 14. recommend the services of sales associate to a friend, neighbor, or relative? | 66.66 | 33.33 | 0.00 | 0.00 | 0.00 |
| 15. recommend the services of real estate company to a friend, neighbor, or relative? | 66.66 | 16.66 | 16.66 | 0.00 | 0.00 |
| 16. What was your PRIMARY reason for selecting your sales associate? | | | | | % |
| Knew Sales Associate Personally | | | | | 33.33 |
| Marketing Programs / Plan | | | | | 0.00 |
| Company Name/Reputation | | | | | 0.00 |
| Advertising | | | | | 0.00 |
| Sales Associate's Presentation | | | | | 0.00 |
| The Internet | | | | | 33.33 |
| Referred by a Friend | | | | | 33.33 |
| Satisfied Past/Current Customer | | | | | 0.00 |
| Yard Signs in the Area | | | | | 0.00 |
| Other (Please specify) | | | | | 0.00 |
| Walk-In/Open House | | | | | 0.00 |
| 17. Comments | | | | | |
| <p>AJ was a great buyers agent, very patient and helpful in making our decision on a home! We were very happy with him and would recommend to anyone!</p> <p>AJ worked hard to find us the perfect place. He had to deal with us being long distance, us not knowing the area or even type of house we liked and he had to deal with a messy title! He was exceptional! We loved the fact that he wanted us to be happy and therefore, gave us time and many choices!</p> | | | | | |