

CLIENT EXPERIENCE SURVEY

For Deanna Hawes / Kirsty Fearn

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?

Coleen is a friend of mine, would not go
anywhere else.

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

Personal care and attention.

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

I really liked it. If Coleen was away or busy, we still had Brian to take care of us.

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

Awesome

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

Absolutely not.

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

Yes _____

No _____

Please comment.

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

I really enjoyed the gifts at the end of sale.
I bought a new microwave.

What could we do to provide a more positive experience?

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

Outstanding.

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

2. Moderately Lower

3. About the Same

4.

Moderately Higher

5.

Substantially Higher

Any Other Comments or Reference Quote for our website:

Associated Services Feedback

As we are often involved in co-ordinating 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: Simpson and Simpson
Overall satisfaction level: 1 2 3 4 5
Comments: _____

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

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

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

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