

CLIENT EXPERIENCE SURVEY

For Michael Oetter

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 to by Dr. Steven Hill.

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

The little extra's - boxes provided, communication emails from other realtors viewing home, 4 hr. of cleaning service - the check list provided, the staggers, the extra advertisement, the virtual video pictures

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

Great -> there was always someone I could talk to either via phone or email - also the callback was timely - excellent client service

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

Wow! - You got more than what we anticipated.

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

Absolutely not - if you did I would have fired you

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

Yes No _____

When you are moving, so

Please comment.

There is so much to do ~~and~~ the checklist really assisted me - ensuring I did not miss anything.

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

The boxes packing.

What could we do to provide a more positive experience?

- ① Get a reliable cleaning individual/company.
- ② Stagers should advise if they are going to put holes in your walls behind mirrors/pictures etc. - otherwise they did a great job.

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

Impressive - Professional, sincere, positive.

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 | |

4
5

Any Other Comments or Reference Quote for our website:

We can't recommend you highly enough!
Incredible Team - Incredible Experience.
Thank you
Mike & Anne Oetter