

CLIENT EXPERIENCE SURVEY

For Shaun and Kimberly Hammond

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?

Previous working relationship with you guys.

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

You generate the needed viewing traffic!

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

→ neither.
We appreciate the whole team!

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

Excellent; glad you do it - it's not our strength!!

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

Never.

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

Yes ☒

No ☐

Please comment.

They kept us in the loop.

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

The boxes. It's great to not have to worry about finding them - & you're great at knowing the quantity.

What could we do to provide a more positive experience?

Ø

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

You know we think you're fantastic!

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 ☒ (if we ever return to BC)

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 2

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

You have been it Colleen, except for working with Brittany out here in Calgary! she's been fabulous too!

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: McQuarrie Hunter - Gregory Van Popta
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: Vega Line Moving (Richmond, BC)
Overall satisfaction level: 1 2 3 4 5
Comments:

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

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

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

Yes ✓

No