

# CLIENT EXPERIENCE SURVEY

## For Sue Middleton and Charron Beadnell

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?

friend

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

The hard work Colleen put in to make the sell happen

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

Enhanced

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

Excellent

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

No

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

Yes

No

Please comment.

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

House Inspector

What could we do to provide a more positive experience?

Nothing

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

Excellent

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 Mae Middleton

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      |                         |

Any Other Comments or Reference Quote for our website:

5

# 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: Mac Millan & Tucker  
Overall satisfaction level: 1 2 3 4 5  
Comments: \_\_\_\_\_

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

Name: Dominica  
Overall satisfaction level: 1 2 3 4 5  
Comments: \_\_\_\_\_

3. Did you also use a mortgage broker?

Name: Shelley Rosner  
Overall satisfaction level: 1 2 3 4 5  
Comments: \_\_\_\_\_

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

Name: OO movers  
Overall satisfaction level: 1 2 3 4 5  
Comments: \_\_\_\_\_

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

Name: Dan  
Overall satisfaction level: 1 2 3 4 5  
Comments: \_\_\_\_\_

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

Yes X No \_\_\_\_\_