

DUNCAN J. MOFFAT

HOMELIFE BENCHMARK REALTY
MASTER MEDALLION MEMBER TOP 4%

BUS: 604.530.4141 FAX: 604.530.1687
EMAIL: DUNCAN@DUNCANJMOFFAT.COM
WEB: WWW.DUNCANJMOFFAT.COM

CLIENT EXPERIENCE SURVEY

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?

recommended by daughter

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

professional

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

good communication No issues

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?

Nope

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

Yes very good No



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Please comment.

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

time management excellent

What could we do to provide a more positive experience?

it was awesome!

Nothing

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

best!

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 Kevin our son 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:

Thank you!



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