

Date: 10-Nov-2015

Agent: Jay Parrish

* Satisfaction: 100%

Buyer: Tyler Olson

* Recommendation: 100%

Property: 11046 Granby Ct, Reston VA 20191

* Performance: 100%

Demographics

Question	Answer
Gender	Male
Age Group	26-34 years






Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> Yard Sign Agency/Office/Agent website Other property website/portal Advertisement in local paper Advertisement/classifieds in major paper Local property magazine Radio/Outdoor/TV Advertising Social Media (Facebook/Twitter etc.) Personalized Direct Mail / Flyer Saw the local office Internet Search (eg Google/Bing etc) Yellow Pages or other Directory Referred by a friend/relative or business associate Agent/Office contacted you Other 	<ul style="list-style-type: none"> Previously dealt with Agent/Office

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Critical	
Broker Commission	A Consideration	
Local Knowledge	Important	
Recommendation from friend/relative	Critical	
Had dealt with Agent/Broker previously	Critical	

Comments regarding Agent Selection	Jay did a great job helping me buy my first house. I look forward to working with him in the future.
------------------------------------	--

Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Excellent	
* Local Knowledge of area, communities and properties	Excellent	
* Negotiating the price and terms of the purchase	Excellent	
* The exchange of contracts and closing	Excellent	
* The handling of deposit money/escrow	Excellent	
* Attention to detail	Excellent	
* Comments regarding the Agent	Jay was always on top of his game.	


The Agent : Performance Ratings

Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	





Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Excellent	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	

Recommendation

Question	Answer	Level
Would use Broker's services again	Agree	
Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Thank you so much, Jay! You definitely made this process go very smoothly! Looking forward to the next home purchase.
Testimonial Name and Suburb	Tyler Olson, Reston