

Date: 4-Jun-2016

Agent: Jay Parrish

* Satisfaction: 100%

Buyer: Christopher Ferranti & Kassidy Ferranti

* Recommendation: 100%

Property: 11903 Roosevelt Rd, Fredericksburg VA 22407

* Performance: 100%

Demographics

Question	Answer
Gender	Female
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 Internet Search (eg Google/Bing etc) Yellow Pages or other Directory Referred by a friend/relative or business associate Previously dealt with Agent/Office Agent/Office contacted you Other 	<ul style="list-style-type: none"> Saw the local 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	Critical	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Important	

Comments regarding Agent Selection	As a first time homebuyer, I don't know what we would have done without Jay! He was very attentive to our needs and wants, very knowledgeable about the field of real estate, and the area of Fredericksburg in general. He was very flexible with our schedule and very patient with the search of our home. He made himself available during any part of the day and his friendly personality made buying a home so easy and rewarding for us! I would recommend Jay to anyone, and I thank him so much for all he's done for us!
------------------------------------	---


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	


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	Good	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	

Recommendation

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

Satisfied Buyer

Question	Answer
Improvement Comments	Nothing! He was absolutely wonderful!

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	As a first time homebuyer, I don't know what we would have done without Jay! He was very attentive to our needs and wants, very knowledgeable about the field of real estate, and the area of Fredericksburg in general. He was very flexible with our schedule and very patient with the search of our home. He made himself available during any part of the day and his friendly personality made buying a home so easy and rewarding for us! I would recommend Jay to anyone, and I thank him so much for all he's done for us!
Testimonial Name and Suburb	Kassidy Ferranti, Fredericksburg