

Date: 2-Jun-2016

Agent: Jay Parrish

* **Satisfaction:** 100%

Seller: David and Nancy Lemieux

* **Recommendation:** 100%

Property: 3710 ANDOVER LANE, FREDERICKSBURG VA 22408

* **Performance:** 100%

Demographics

Question	Answer
Gender	Male
Age Group	60+ years

Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<hr style="border: 1px solid red;"/> 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 Previously dealt with Agent/Office Agent/Office contacted you Other	<hr style="border: 1px solid green;"/> Referred by a friend/relative or business associate

The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	No
How was the client's property sold?	For Sale
Did the Seller consider other agencies when selecting your Brokerage?	No
How long did it take for the client to sell the property?	Up to two weeks

Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Important	
Understanding of our needs and requirements	Critical	
Broker Commission	Important	

Question	Answer	Level
Properly estimating the sale price of your home	Critical	
Local Knowledge	Critical	
Suggested Marketing Plan for property	Critical	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Important	
Comments regarding the Appraisal and Appointment	Very professional. He took time to explain all of the details of selling our home. He was very personable and was always there to answer our questions and explain all of the documents. His photography skills are excellent. He is an asset to your company.	

The Sale : Satisfaction Ratings

Question	Answer	Level
* Sales Campaign Planning	Excellent	
* Sales Campaign Delivery	Excellent	
* Print Advertising	Excellent	
* Online Advertising	Excellent	
* Other Advertising	Excellent	
* Yard Sign	Excellent	
* Inspections/Open Houses	Excellent	
* Negotiations with prospective buyers	Excellent	
* Value for Money	Excellent	
* Sales Result	Excellent	
* The exchange of contracts	Excellent	
* The Closing	Excellent	
* The handling of deposit money/escrow	Excellent	

The Agent : Performance Ratings

Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	

Question	Answer	Level
* 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	
Comments regarding other Broker staff	Great company to work with. Because of your office, we are using Century 21 Legacy in Colonialheights, Tenn and we are pleased with our realtor there.	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	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 Seller

Question	Answer
Improvement Comments	there is nothing to change

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes

Question	Answer
Customer Testimonial	<p>Very professional. He took time to explain all of the details of selling our home. He was very personable and was always there to answer our questions and explain all of the documents. His photography skills are excellent. He is an asset to your company.</p> <p>Thanks to Jay's suggestions, we sold our house in 3 days.</p> <p>Great company to work with. Because of your office, we are using Century 21 Legacy in Colonialheights, Tenn and we are pleased with our realtor there.</p>
Testimonial Name and Suburb	David Lemieux