

## CUSTOMER SATISFACTION SURVEY

Please let us know what you think. Your opinion is important to us. Only with your help can we hope to provide the best customer service in the industry. Please answer: Excellent, Good, Average, Below Average, Dissatisfied

1. How would you rate the overall service provided to you?
2. Did the company explain agency to you?
3. Did the company give you a Customer Satisfaction Notice at first meeting?
4. How would you rate the company's availability to provide service (i.e. phone, email response time, setting and keeping set appointments)?

### BUYERS ONLY:

5. Was the company available for all showings?
6. Did the company show properties that met your needs?
7. Did the company assist you with financing, setting inspections, etc.
8. Did the company offer a home warranty plan to you?
9. Do you feel that your real estate executive was professional, courteous, and helpful throughout the process?
10. Do you feel that our service is worthy to recommend to a friend?

### SELLERS ONLY

11. Do you feel your property was advertised adequately?
12. Did the company keep in contact with you, and discuss market conditions?
13. Did the company include you in the process of pricing the property?
14. Did the company recommend a home warranty?

Comments: (Your suggestions are important to us):

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Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Thank you  
Jonathan Gunnels  
Broker-in-Charge