

Date: 27-Aug-2018

Agent: Rhonda Holland

\* Satisfaction: 100%

Buyer: Ben & Ellie Coyne

\* Recommendation: 100%

Property: 14644 Cressington Circle

\* Performance: 100%

### Demographics

Question	Answer
Gender	Female
Age Group	35-44 years






### Marketing Source

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

### 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	Not Important	
Local Knowledge	Critical	
Recommendation from friend/relative	Critical	
Had dealt with Agent/Broker previously	Not Important	

## 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	Not Applicable	

## 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	There is nothing that Rhonda Holland can do to improve. She was always available, so knowledgeable and made the home buying process very easy. She is incredible and unbelievable as a real estate agent. Went above and beyond my expectations.

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Rhonda Holland went above and beyond surpassing any of my expectations. Rhonda was always available, knowledgeable and incredible to work with. Without a doubt, I would recommend her to anyone who needs to find a new home. She is the best, most hard working individual in this industry! Moving from out of state, she made our home buying as stressless as possible. Rhonda has found us a house that we will call home for many years to come. Even after we moved, she has been a great support person that I can truly call a friend.
Testimonial Name and Suburb	Ellie Coyne