

Date: 6-Nov-2020

Agent: Rhonda Holland

* Satisfaction: 100%

Buyer: Charles & Lesley Ross

* Recommendation: 100%

Property: 12405 Briery Hill Place

* Performance: 100%

Demographics

Question	Answer
Gender	Male
Age Group	35-44 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 Previously dealt with Agent/Office Agent/Office contacted you 	<ul style="list-style-type: none"> Other (Open house)

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	Important	
Had dealt with Agent/Broker previously	Not Important	

Comments regarding Agent Selection	Met Rhonda at an open house - she was very professional, friendly and we had an immediate connection with her. SO GLAD we did go to that open house!!!!
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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	Rhonda is very detailed and honest - felt like I was working with a close friend who was an expert in this area. She knew everything or was able to find out anything we needed for each step of the process.	


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	
Comments regarding the Agent	We worked with Rhonda for about 3 years - the lion's share of the time was due to us needing to get financing - Rhonda stuck in there and never once rushed us. She always said "when it's the right house and right time it will happen" Rhonda was absolutely right!!!	





Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	
Comments regarding other Broker staff	We only interacted with Rhonda - however we did come to the office once to sign the final contract - very nice facility!!	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	
Overall Satisfaction Comments	Overall sales experience was wonderful - very smooth and pleasant.	

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	We can not say enough about Rhonda and how she carries herself as a professional and a person! Only advice I would give would be to make sure other agents are learning from Rhonda how to treat people. She has a unique quality of being professional and personable at the same time. She can stand in our corner and fight for us and at the same time comfort us when we lose a contract <-- That's hard to teach. Rhonda is now a part of our family - we will be checking in on her forever! #ClientForLife

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Met Rhonda Holland at an open house - she was very professional, friendly and we had an immediate connection with her. She took the time to understand our needs, our family and our desires! Rhonda Holland was patient and persistent and gave us the space we wanted and the honest opinion we needed. Rhonda Holland is very detailed and honest - felt like I was working with a close friend who was an expert in this area. She knew everything or was able to find out anything we needed for each step of the process. So glad we went to that open house and found our agent for life!! Thank You Rhonda Holland!
Testimonial Name and Suburb	Charles & Lesley Ross (Louisville, KY)