

Date: 18-Apr-2017

Agent: Rhonda Holland

* **Satisfaction:** 100%

Buyer: Erin Holloway

* **Recommendation:** 100%

Property: 609 Harris Place

* **Performance:** 100%

Demographics

Question	Answer
Gender	Female
Age Group	35-44 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

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Important	
Broker Commission	Important	
Local Knowledge	Important	
Recommendation from friend/relative	Not Important	
Had dealt with Agent/Broker previously	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	Excellent	

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	

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Rhonda Holland was excellent from the beginning of the process to the end. She is very knowledgeable, passionate and she exceeded my expectations. She made the process of buying my first home easy and stressless. Rhonda is an amazing agent, and it was an absolute pleasure working with her. Thank you Rhonda!
Testimonial Name and Suburb	Erin H. Louisville, Kentucky