

Date: 19-Aug-2018

Agent: Rhonda Holland

* **Satisfaction:** 100%

Seller: Garrett & Stephanie Dean

* **Recommendation:** 100%

Property: 112 Lacewood Way

* **Performance:** 100%

Demographics

Question	Answer
Gender	Female
Age Group	26-34 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 Referred by a friend/relative or business associate Agent/Office contacted you Other	<hr style="border: 1px solid green;"/> Previously dealt with Agent/Office

The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	Yes
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?	Two to four weeks

Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Important	
Understanding of our needs and requirements	Critical	
Broker Commission	Not 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	Not Important	
Had dealt with Agent/Broker previously	Critical	
Comments regarding the Appraisal and Appointment	We had worked with Rhonda back in 2015 while looking to purchase a house in Louisville, KY. We ended up building a home in East Louisville and Rhonda was right by our sides during the 8 months to completion. We couldn't have imagined selling our home without her!!	

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	
* Professional	Excellent	

Question	Answer	Level
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	
Comments regarding the Agent	During both of our experiences working with Rhonda (buying a house in Louisville in 2015, and selling said house in 2018), Rhonda has always had our best interest at heart. We always knew we could depend on her to be completely honest with us and Rhonda conducts herself as though she were personally going through the process. Trust goes a long way during such a stressful time and Rhonda always had our complete trust.	

Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	Excellent	
Overall Satisfaction Comments	The home selling process was seamless. Rhonda always made herself available to discuss any questions or concerns we had during the process and made us feel completely at ease. Her dedication & professionalism is second to none!	

Recommendation

Question	Answer	Level
Would use Broker's services again	Agree	
Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Satisfied Seller

Question	Answer
Improvement Comments	N/A

Testimonial

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

Question	Answer
Customer Testimonial	<p>We initially worked with Rhonda back in 2015 while looking to purchase a house in Louisville. We ended up building a home in East Louisville and Rhonda was right by our sides during the 8 months to completion. In 2018, we listed said house onto the market and we simply couldn't have imagined selling our home without Rhonda!!</p> <p>During both of our experiences working with Rhonda, Rhonda had always had our best interest at heart. We always knew we could depend on her to be completely honest with us and Rhonda conducted herself as though she were personally going through the process. Both the home buying & home selling processes were seamless and Rhonda always made herself available to discuss any questions or concerns we had.</p> <p>Rhonda's dedication & professionalism are second to none! Trust goes a long way during such a stressful time and Rhonda always had our complete trust!</p>
Testimonial Name and Suburb	Stephanie & Garrett Dean, Louisville, KY