

Date: 11-Feb-2020

Agent: Rhonda Holland

* **Satisfaction:** 88%

Seller: Home Answers LLC

* **Recommendation:** 100%

Property: 1619 Bellmar Dr

* **Performance:** 96%

Demographics

Question	Answer
Gender	Male
Age Group	60+ 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 Previously dealt with Agent/Office Agent/Office contacted you	<hr style="border: 1px solid green;"/> Other (Previously used Rhonda)

The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	No
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?	Eight to twelve weeks

Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	A Consideration	
Understanding of our needs and requirements	Critical	
Broker Commission	A Consideration	

Question	Answer	Level
Properly estimating the sale price of your home	Critical	
Local Knowledge	Important	
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	This is the third house Rhonda has purchased or sold for us. She works very hard to get it done! We are very pleased with her service.	

The Sale : Satisfaction Ratings

Question	Answer	Level
* Sales Campaign Planning	Good	
* Sales Campaign Delivery	Excellent	
* Print Advertising	Satisfactory	
* Online Advertising	Good	
* Other Advertising	Good	
* Yard Sign	Excellent	
* Inspections/Open Houses	Excellent	
* Negotiations with prospective buyers	Excellent	
* Value for Money	Good	
* Sales Result	Excellent	
* The exchange of contracts	Excellent	
* The Closing	Excellent	
* The handling of deposit money/escrow	Good	

The Agent : Performance Ratings

Question	Answer	Level
* Polite	Good	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	

Question	Answer	Level
* Clear communications	Good	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	
Comments regarding the Agent	Near perfection!	

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	

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 Seller

Question	Answer
Improvement Comments	Rhonda is very opinionated. Most of the time that works in our favor but we occasionally had a difference of opinion. (To be fair, I am strong-willed too!)

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	This is the third house Rhonda has purchased or sold for us and she is working on the purchase of our personal home. She works very hard to get it done! We are very pleased with her service. We are very pleased with Rhonda's service. Near perfection!
Testimonial Name and Suburb	Karl Bergklint, Prospect, KY