

Date: 9-Nov-2019

Agent: Rhonda Holland

* Satisfaction: 100%

Buyer: Josh Lynch

* Recommendation: 100%

Property: 2405 Glenmary Ave #4

* 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 (Setup by new employer)

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Not Important	■■■■
Broker Commission	Not Important	■■■■
Local Knowledge	Not Important	■■■■
Recommendation from friend/relative	Not Important	■■■■
Had dealt with Agent/Broker previously	Not Important	■■■■
Comments regarding Agent Selection	N/A. Rhonda was great, but it was setup by my new employer.	

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	Especially helpful during inspections and negotiations.	

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	Always professional, and Rhonda was able to flexible in terms of scheduling.	





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	

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	I'll add that Rhonda was very patient. I changed my mind several times on location, price and house vs condo and Rhonda never seemed to get frustrated. I know I would have had I been in her shoes!
Testimonial Name and Suburb	Josh Lynch, Louisville