

**Date:** 29-Aug-2020

**Agent:** Rhonda Holland

\* **Satisfaction:** 100%

**Seller:** Joshua & Sara Yates

\* **Recommendation:** 100%

**Property:** 161 Bryce Way

\* **Performance:** 100%

### Demographics

Question	Answer
Gender	Male
Age Group	45-59 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 (Mother and Farther )

### The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	Yes
How was the client's property sold?	Short Sale
Did the Seller consider other agencies when selecting your Brokerage?	No
How long did it take for the client to sell the property?	Up to two weeks

### Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Important	
Understanding of our needs and requirements	A Consideration	
Broker Commission	Not Important	

Question	Answer	Level
Properly estimating the sale price of your home	A Consideration	
Local Knowledge	Important	
Suggested Marketing Plan for property	A Consideration	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Not Important	
Comments regarding the Appraisal and Appointment	She was great couldn't ask for better help!	

## 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	
* Timely communications	Excellent	
* Clear communications	Excellent	

Question	Answer	Level
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	

## 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	Not a thing, thank you so much!

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	She was great couldn't ask for better help!
Testimonial Name and Suburb	Joshua Yates of Mt Washington